

See D!fferently.



POSITION DESCRIPTION

<u>TITLE:</u>	OCCUPATIONAL THERAPIST
<u>DIVISION:</u>	COMMUNITY SERVICES
<u>APPROVED BY</u>	EXECUTIVE MANAGER, OPERATIONS – August 2023

MAIN PURPOSE

Responsible to the Therapy and Independent Living Team Manager, Occupational Therapists provide clinical services and promote person-centred practices to the See Differently's clients and customers.

Occupational Therapists will demonstrate skills and attitudes to develop Occupational Therapy service offerings to meet the needs of the clients and customers. Occupational Therapists will deliver assessments, programs, and reports to support individuals in the community.

PRINCIPAL ACCOUNTABILITIES AND DUTIES

- Build genuine relationships with customers and the people important in their lives (families, other staff, and external professionals).
- Know customer skills, interests, qualities, strengths, challenges, ways of communicating and aspirations and ensure the individualised service they receive plays to their strengths; helps them tackle their challenges and achieve their goals
- Co-design and contribute to Individualised Goal Achievement Plans through functional assessment, support, and review, promoting choice and control throughout each person's life.
- Provide customers, families and their networks with information and independent living training, including the use of appropriate low vision aids, daily living skills, and assistance with adapting their home environment.
- Research and distil information from best practice and contribute to the development of clinical knowledge base at See Differently.

- Diligently use information technology and systems to enter appropriate information about individuals to enable compilation of written reports and continuity of supports across all service offerings.
- Ensure quality client records are gathered and maintained, and data is collected to assess and monitor the effectiveness and adequacy of services to meet necessary service agreement obligations.
- Establish and work collaboratively with other health and community care providers to ensure continuity of care for clients. Liaise, consult and advocate; ensuring clients receive coordinated and integrated services.
- Provide consultancy, training, and information regarding vision loss, to other service providers, community agencies, carers, and volunteer groups.
- Undertake Continuous Improvement practices to improve internal and external policies, procedures, practices, and services.
- Assist in the development, implementation, and evaluation of group program and/or projects as required.
- Contribute to the development and innovation of See Differently's services to raise the professional profile of the organisation.
- Role model positive behaviour and team approach to enhance effective working relationships in both team and organisational level.
- Provide customers with timely information to support informed decision making and access to See Differently's services
- Undertake age-appropriate assessments with customers to identify individual physical, developmental, social, emotional, and socio-economic needs and refer to other services appropriately
- Contribute to the shared development and learning of policy and procedure to support consistency in service delivery across See Differently.
- Generate high quality reports to support justification of individual need against specific criteria of the relevant funding source.

Professional Development

- Maintain hours of continual professional development as required by AHPRA.
- A willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace.
- Maintain individual training and development activities to update knowledge and skills relating to policy, system, procedure, product, and service requirements inherent in current duties.

Clinical Governance

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

- Prioritise the provision of safe, quality support and services to clients every time.
- Provide support and services in accordance with evidence-based policies, procedures, protocols and standards.
- Engage in ongoing learning, development and performance reviews to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
- Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.
- Work to improve the quality and safety of clinical support, participate in improvement activities and contribute to a culture of respect, safety, transparency, accountability, teamwork and collaboration.

Organisational Compliance

- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
- Ensure that you are aware of, understand and operate in accordance with See Differently's Human Resource (HR) policies and procedures, including (but not limited to), See Differently's Code of Conduct and Resolution of Grievances.
- Ensure a sound knowledge of See Differently's quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
- At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
- Ensure adherence to privacy and confidentiality of information that conform to the requirements of See Differently and the Privacy Act when accessing client details.
- Undertake other duties as required by your Executive Manager.

Work Health and Safety

- Ensure you are aware of and comply with all work, health and safety policies of the organisation relevant to your role.

- Report hazards in the workplace to your manager / coordinator and to make recommendations to management on how to reduce the level of risk.
- Avoiding adversely affecting your own health, safety and welfare or the health, safety, and welfare of any other person through any act or omission at work, or by the consumption of alcohol or drugs.
- Making proper use of available safety procedures, safety devices and personal protective equipment.
- Obey any reasonable instruction from your manager / coordinator aimed at protecting your health and safety whilst at work and carry out your roles and responsibilities as detailed in the relevant health and safety policies and procedures.
- Report all incidents and near misses to your manager / coordinator as soon as possible after the event, either in person or by telephone before submitting an incident report.

PERSON SPECIFICATION

Essential Criteria

- Bachelor of Applied Science (Occupational Therapy), or equivalent.
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Demonstrated interpersonal skills, including communication and conflict resolution required to deliver and foster relationships within a team.
- Demonstrated commitment to principles of enhancing independence and empowerment, choice, and control.
- Knowledge of relevant disability legislation, duty of care and access rights.
- Ability to work collaboratively with multiple stakeholders, including health professionals, case managers, family members, carers, and other internal service providers.
- Good organisational, planning, and prioritising skills, including the ability to work both independently and as part of a team.
- Well-developed customer service skills and a commitment to providing quality service and implementing continuous improvement.
- Proven commitment to maintaining professional skills and knowledge.
- Ability to effectively manage dynamic workloads through planning and effective establishment of priorities.
- Sound computer skills, Microsoft Office suite and database programs.
- Department of Human Services (DHS) screenings including, Aged Care sector, Working with Children and NDIS screening.

- A current driver's licence in relevant state or territory.
- Successful applicant will be required to obtain a Medicare and DVA Provider numbers.

Desirable Criteria

- Previous experience in Disability, Aged, NDIS or Community Services sectors.
- Experience working with people from culturally and linguistically diverse backgrounds.
- Demonstrated understanding of eligibility criteria for different funding sources (Commonwealth Home Support Program (CHSP)), National Disability Insurance Scheme – NDIS, Home Care Package (HCP)) and ability to translate into support plans that reflect the funding source.

Key Performance Indicators

KPI's will be relevant to years of experience as an Occupational Therapist.

- Customer satisfaction and feedback.
- Coordinator satisfaction of clinical skills and performance within workplace.
- Monthly statistics and maintenance of consistent minimum billable hours.
- Client related documentation always maintained to a high standard.
- Ability to work with clinical and non-clinical colleagues.

As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ **Date:** _____

Manager's Name: _____

Manager's Signature _____ **Date:** _____