



POSITION DESCRIPTION

Position Title:	Therapy Manager
Reports to:	Chief Executive Officer
Line Manages:	Therapy Team – may include health professionals from the following disciplines: Occupational Therapy, Speech Pathology, Social Work, Physiotherapy, Psychology (Clinical, Counselling, Professional)
Level:	Level 7 SCHADS
Special Allowances:	Work vehicle to be provided
Location:	Perth metropolitan area (based in Maddington)
Date Reviewed	8 March 2019

Directions Disability Support Services

Directions Disability Support Services has provided personalised and individually tailored support to people with a disability and their families for over 25 years and has developed a strong reputation for high quality relationship-based services throughout Perth.

Service delivery areas include therapy, individualised supports, groups and host families. The Directions therapy service provision includes, but not limited to, direct therapy, groups (therapeutic and social), positive behavioural support, assistive technology and equipment, home modifications, specialist support coordination, dysphagia assessment and intervention, psychological therapies, counselling, consultation, training, education and advocacy.

Directions Vision

Our vision for the people we support is for them to:

- Have a fulfilled life - with healthy relationships, friendships and purpose
- Be part of an inclusive community, which accepts people as they are and looks beyond disability
- Be empowered to make choices and have control over how they live: to decide not only what is important for them, but what is important to them.

Our long-term vision for Directions is:

- To have a reputation for quality which inspires, and shows others what is possible for people with disabilities;
- To grow to serve people across Western Australia, while keeping our unique, values-based approach;
- To recruit, develop and retain the best people in the sector, because they are the source of the value we provide to the people we support;
- To build strong links with government and the communities in which we operate

Directions Values

Our core values define who we are as an organisation, what we believe in and what makes us unique. They also describe what we expect from our team. All of us at Directions have agreed to uphold these values (and the behaviours they represent, which are detailed separately), and to be held accountable for doing so:

- **Working Together:** How well we work together is directly linked to how well we can support the people we work with.
- **Being Creative and Flexible:** People who are creative and flexible thrive at Directions.
- **Having Energy and Enthusiasm:** The energy and enthusiasm of our team is what makes Directions a special place to work.
- **Being Compassionate:** Compassion for the people we support and for our colleagues is at the heart of how we work together.
- **Making a Difference:** We are united in our desire to improve people's lives and make a difference in our community.
- **Being Honest:** Trust is fundamental to our work, and we build trust through being honest with each other.

Position Overview

This is a dynamic role that works in collaboration with therapy colleagues to create innovative solutions for people with disability and their families. Integral to this role is the ability to inspire and develop staff in the therapy team, along with supporting coordinators and support workers to provide the very best in relationship-based care, person-centred care. The ability understand the issues experienced by people with disability and their families. Maximise the involvement of people and their families in designing and developing their own services and supports.

Key Accountabilities/Duties

- Provide leadership, line management and support to the therapy team on their key responsibilities, including evaluating and monitoring the quality and outcome of services;
- Ensure individualised and group therapy services are delivered with a strengths-based approach;
- Provide consultation regarding clinical matters to management and service coordination team;
- Monitor and evaluate Directions' commitment towards Positive Behaviour Support Practice by contributing to Behaviour Support Plans and participating on a regular basis with an expert panel;

- Participate in Clinical Governance, Safeguarding, Risk Assessment and Occupational Health and Safety activities with the management team on a regular basis;
- Actively engage with service development activities that respond to changes and updates in the disability sector.
- Costing of therapy services in the WANDIS, NDIA and other funding models;
- Conduct initial and functional assessments for new therapy service users to allocate appropriate resources based on needs;
- Monitor and supervise the key performance indicator of therapy team including therapy service hours to ensure the hours are delivered and reported in a reasonable timeframe;
- Deliver therapy services within budget and in a manner that does not compromise the needs of people we support;
- Develop and extend own professional knowledge and skills required, being aware of current developments in best practice within the profession and research special techniques as required;
- Actively develop and run therapy projects to enhance quality of therapy services;
- Actively networking and raising awareness of Directions therapy services to Local Coordinators, local community(schools, playgroups) and stakeholders;
- Actively keep up to date to the changes and updates of the disability sector and disseminate information internally.

Statement of duties

Service Delivery:

1. Provide comprehensive, high quality therapeutic services that are responsive to the needs of the person and their family, culturally appropriate, strength's based and sensitive to the needs of the community;
2. Identify through observation and formal assessment the needs and opportunities of individuals and their families;
3. Liaison with the support workers, coordinators, service provider to ensure a wrap-around holistic service provision that is consistent and integrated to their day to day activities;
4. Enhancing service delivery by providing education and training for service coordination team and support workers as required including personalised positive behaviour support training, personal care training, safe transport training etc.
5. Effectively evaluate and manage risk and the safety of the staff/volunteers/students and people we support;
6. Supporting and building capacity of the person's formal (support worker, education assistants etc) and informal (family member, friends) network by maximising the involvement of individuals and their families in designing and developing their services;
7. Application for assistive technology and home modification that are reasonable and necessary for the person and their family;
8. Monitor and evaluate therapeutic intervention and support workers training materials on a reasonably timely basis;
9. Advocating for the person and their family in various context to cultivate the person's best potential;
10. Ensure service delivery models are based on current evidence-based practice and are delivered within resources;
11. Provide clinical leadership, support and training to coordinators and support workers to ensure the best outcome for individuals and their families;

12. Act as a specialist resource to staff on all matters pertaining to the provision of therapy services, including behaviour management;
13. Manage service user feedback and take action to ensure services remain responsive to consumer need;
14. Use and populate database in accordance with the requirements of Directions and funding bodies;

Relationships and communications:

1. Create, negotiate and build effective relationships and rapport with individuals, families, Coordinators and support workers. Take responsibility for sharing personal knowledge and skills across the organisation and provide training and mentoring when required;
2. Develop and maintain professional and functional relationships with peers and colleagues within Directions;
3. Ensure sound communication is established between all stake holders (including other service providers) to collaboratively create opportunities for the people we support by developing innovative, best practice and sustainable solutions, including one on one training of support workers in intervention strategies and techniques;
4. Develop and maintain professional links and networks with relevant external organisations.

Team work

1. Work as part of the team and work autonomously as required;
2. Ensure effective information sharing and communication including attendance at meetings and contribution to communication strategies;
3. Participate in relevant training;
4. Participate in and assist with Directions' staff development days;
5. Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict.

Environment

1. Ensure all work related activities are carried out in compliance with the Disability Service Standards;
2. Any procurement of goods and services include consideration of the environmental footprint;
3. Minimise wastage of office materials through reduction, reuse or recycle principles;
4. Participate in environmental awareness activities;
5. Report environmental issues to appropriate people.

Continuous Improvement

1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures;
2. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken.

Occupational Health and Safety

1. Maintain and regularly revise Directions' operational risk register in consultation with the Coordinators, the support workers and the Therapy Team;
2. Contribute to the maintenance of an occupationally safe and harassment-free workplace;
3. Ensure occupational health and safety issues are considered in all aspects of duties performed;
4. Maintain high standards of performance and adopt a proactive approach to occupational health and safety issues;
5. Ensure compliance with statutory requirements and company policies and practices;
6. Report all observed safety incidents and hazards and recommend improvements;
7. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation.

Other

1. Assist the Chief Executive Officer in the development of procedures, guidance notes and operating frameworks in support of service delivery;
2. Ensure the confidentiality of any and all information obtained in relation to the position;
3. Comply with Directions' internal quality systems, policies, procedures and protocols;
4. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders;
5. During normal working hours focus attention on the activities of Directions;
6. All other tasks as directed that are reasonable and appropriate for the role.

Work Related Requirements

Qualifications and experience

1. Tertiary qualification in occupational therapy and registered with the Australian Health Practitioners Regulation Agency; **OR**
2. Tertiary qualification in psychology, and registered with the Australian Health Practitioners Regulation Agency as a Psychologist;
3. Evidence of significant experience in facilitating and enabling meaningful outcomes for people with disability and their families.

Knowledge, skills and abilities

1. Experience in leading and developing teams to achieve strategic outcomes;
2. Experience in the provision of holistic, person-centred and strengths based services;
3. Substantive experience in supporting direct care staff with innovative solutions and training;
4. Experience in consultation to develop service procedures to enable safe outcome of all stakeholders;
5. Experience in collaborative practice between therapy and community based disability services;
6. Excellent communication and interpersonal skills with demonstrated ability to engage people from all backgrounds;
7. Ability to promote, represent, advocate and influence in a complex and changing environment;
8. Ability to think strategically, innovatively and practically about ways to support people with disability to live in the community;
9. Ability to resolve complex and challenging issues by taking timely and appropriate decisions;
10. Ability to plan and manage resources and budgets effectively;
11. Experience in the supervision of students and volunteers.

Appointment Pre Requisite

1. Proof of right to work in Australia
2. Current WA C class driver's licence;
3. Current National Police Clearance;
4. Current Senior First Aid Certificate;
5. Current Working with Children Check
6. Evidence of qualification/s
7. Two current independent referees

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