

Position Description

OVERVIEW

Title	Practice Lead
Department	Business Services
Reports To	Quality Assurance Manager
Location	Doncaster East
Date Prepared	May 2022

PURPOSE

Onemda's mission is to enrich the lives of people with disability through the design and delivery of progressive, responsible and collaborative services. The Practice Lead will work alongside service managers, in order to support and enhance practice development across teams, including Group Services, Therapy Services and Support Coordination Services. A key component of the role is to support staff through training, coaching, guidance and mentoring in enhancing practice development and program compliance to ensure best outcomes for participants.

The Practice Lead is responsible for monitoring, reviewing and maintaining practice standards with the aim of ensuring that the quality of support is continually improved and evidence informed.

Key Internal Stakeholders

Onemda Risk & Compliance Committee, Onemda Clinical & Practice Governance Committee, Executive team, leadership team and staff

Key External Stakeholders

Accreditation bodies, relevant government, sector and peak bodies, participants and their families, and carers

QUALIFICATIONS AND REGISTRATIONS

- Relevant tertiary qualification with substantial relevant practice experience (at least 3 years).
- Desirable – Certificate IV in Training and Assessment.
- Current drivers licence.

KNOWLEDGE AND EXPERIENCE

- Sound understanding of the disability services sector and the NDIS.
- Knowledge and understanding of legislation that Onemda complies with and associated accredited standards, e.g. Disability Services Act, NDIS Practice Standards, NDIS Quality and Safeguards Commission, and knowledge of other relevant legislation.

- Knowledge of, and experience in the application of relevant theoretical approaches and range of appropriate service responses, relevant to people with intellectual disability and their families.
- Experience in clinical and practice guidance at both an individual and team level.
- Experience in leading and influencing others to achieve positive outcomes in service delivery.
- High-level group facilitation skills.
- Highly developed skills and experience in risk and needs assessments and risk management.
- Experience with highly accountable processes that are subject to external review.
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines.
- Ability to rapidly acquire knowledge of Onemda's programs and services.
- Understanding of and empathy with the values of Onemda.

CORE SKILLS

Specialist Skills and Knowledge

- Demonstrated advanced skills in strengthening the capacity of others through modelling, communication, coaching and mentoring.
- Highly developed skills in providing expert case consultation in relation to the application of relevant theoretical approaches that underpin practice when working with people with intellectual disability and their families, along with risk management considerations.
- Highly developed skills in the ability to diagnose practice and service trends, barriers and opportunities, and subsequently design and implement changes that strengthen participant outcomes.
- Highly developed problem solving and critical thinking skills.
- Demonstrated recent training experience relevant to the community/disability sector.
- Proven experience in facilitating reflective practice sessions with individuals and teams.
- Proven ability to come across with presence and credibility and addressing difficult and sensitive topics and questions in a learning environment.
- Demonstrated change management and time management skills.
- Demonstrated ability to work autonomously.
- Demonstrated ability to work collaboratively in a team environment.

Interpersonal Skills

- High level of interpersonal and communication skills (both written and verbal), including the ability to engage and motivate others, positively influence organisational culture and provide strong direction.
- Highly developed skills and experience in partnership activities and relationships, especially with key stakeholders.
- Demonstrated experience in mediating and negotiating appropriate outcomes in complex practice situations.
- Highly developed self-awareness and self-management skills.

MUTUAL COMMITMENTS



Equal Opportunity. Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

Diversity. Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

Safety Screening. An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check (crimcheck.org.au)
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

Safeguards: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Practice development	<ul style="list-style-type: none"> • Use advanced clinical practice and extended knowledge base to provide expert advice and intervention to service teams on high risk, complex or sensitive participant situations. • Facilitate the application of best practice approaches in service delivery. • Ensure that person-centred approaches are embedded across all services. • Provide ongoing feedback, guidance, coaching and mentoring to staff to support skill and practice development, to achieve desired practice and service outcomes and positive outcomes for people with intellectual disability and their families. • Establish systems, procedures and resources to guide practice and track progress.
Training	<ul style="list-style-type: none"> • Identify training opportunities for staff to further develop their professional practice. • Participate in the design, development, delivery and evaluation of training and professional development opportunities aimed at strengthening practice.
Continual improvement	<ul style="list-style-type: none"> • Identify issues and trends, assess the potential application of developments in the field and develop, propose and apply solutions, new ideas and methods with the aim of promoting continual improvement in professional practice and the achievement of sustainable outcomes for participants. • Work with the leadership team and Quality Assurance Manager to critically assess key events and themes, including incidents to assist in the development of quality improvement plans and support program development opportunities. • Participate in Onemda governance mechanisms to review program and team performance, inform practice improvement priorities and actions, monitor and review capability development initiatives and progress continuous improvement projects related to practice. • Support the Managers in implementing key service capability development initiatives and improvements. • Promote a culture of continuous improvement.
Monitoring and compliance	<ul style="list-style-type: none"> • Routinely monitor and assess Client Services staff practice for quality and adherence to standards, including undertaking regular audits and reviews. • Support staff and Managers to facilitate and operationalise agreed processes required for accreditation. • Assist the leadership team and Quality Assurance Manager to ensure that Onemda policies and procedures are adhered to, along with broader policies and frameworks related to practice.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Risk management	<ul style="list-style-type: none"> • Ensure that identified practice related risks are managed appropriately and assist in any required investigation, reporting and action planning to prevent reoccurrence through shared learning. • Foster a culture where practice related risks are identified and proactively and appropriately managed. • Assist the leadership team and Quality Assurance Manager to ensure programs are meeting service standards and targets, are managing risk and appropriate processes are in place to enable continuous improvement of services. • Be involved in risk assessment and risk management of clinical/practice situations. • Alert the leadership team to any practice and workplace issues. • Provide debriefing support to staff.
Relationship management	<ul style="list-style-type: none"> • Establish and maintain collaborative, positive working relationships with all internal and external stakeholders.
Professional development	<ul style="list-style-type: none"> • Remain up to date with developments in the field of intellectual disability, other disabilities relevant to the Onemda cohort and behaviours of concern (practice and research). • Participate in supervision and professional development as per Onemda's policies and procedures. • Be receptive to feedback and apply reflective practice to improve professional development.
Culture	<ul style="list-style-type: none"> • Consistently live and demonstrate the Onemda Values: <ul style="list-style-type: none"> - Working for impact – when our participants success, we succeed - Striving for growth – everyone has the right to learn, grow and achieve - Cultivating connection – great things happen when we do it together - People at the heart – we are a people-centric organisation • Ensure Onemda's service provision is in accordance with the principles of social justice and with respect for the dignity and human rights of all persons. • Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation.
Workplace Health and Safety	<ul style="list-style-type: none"> • Work in a safe manner and adhere to safety instructions as outlined in the organisation's Policy and Procedure Manual and Emergency Management Plan. • Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. • Remain competent, physically able and informed in safe manual handling procedures. • Use the organisation's property, facilities, resources and equipment in a responsible and careful manner.
Other Activities	Other activities and projects as reasonably directed.