



## Position Description

<b>Position:</b>	<b>Behaviour Technician</b>
<b>Company:</b>	Community Services Australia Ltd – (Variable location)
<b>Agreement:</b>	Greenfield/ Individual Contract

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### Position Summary

The primary function of the Behaviour Technician is to provide support to maximise the effectiveness of (positive) behaviour support plans. Typically you will be working with individuals with a range of developmental, behavioural, and psychological needs and their families, carers and support teams. You will support them through coaching, mentoring, training and modelling. As such you will be required to work with the person in their support systems and communities. As a Behaviour Technician, your work will be directed by the Senior Behaviour Specialist, and you will work closely with Associate Behaviour Specialists and Behaviour Specialists to maximise the effectiveness of the Behaviour Support Team's involvement in the lives of those we serve.

You will be committed to working collaboratively with members of the Behaviour Support Team. And, as importantly, with individuals with a range of developmental, behavioural, and psychological needs and their families, carers and support teams to gather data and support the implementation of behaviour intervention and behaviour management strategies.

As an employee of the LOJIC Institute you will, through your direct service delivery and by actively promoting good practice generally, promote inclusive communities where everyone is treated with dignity and respect and their contribution valued.

The LOJIC Institute practices and promotes excellence in human services through-

- Support for individuals
- Organisational development
- Partnerships and collaboration
- Research
- Intentional influence

The LOJIC Institute's approach is based on the science of Applied Behaviour Analysis. The Behaviour Technician will provide support to maximise the:

- reliability of the data that is gathered through the assessment
- fidelity with which specific strategies and recommendations, and therefore, plans are implemented
- reliability of the data that is gathered to monitor the effectiveness of recommendations, strategies and plans.

### Key Responsibilities

- Actively support data gathering to maximise the reliability of data collected for assessment.
- Undertake activities to actively promote the fidelity of implementation of the plans and advice for improving implementation.
- Actively support data gathering to maximise the reliability of data collected for the purposes of monitoring and reviewing the effectiveness of plans.

### Reporting Relationships

The Behaviour Technician – the LOJIC Institute- Community Services Australia will report to the Senior Behaviour Specialist- the LOJIC Institute- Community Services Australia.

### **Core Duties – What you can expect to do in your daily role**

As a Behaviour Technician and part of the Clinical Services team you will:

- Train, coach, mentor and role model the implementation of data gathering tools such as Antecedent-Behaviour-Consequence records, and other behaviour recording tools.
- Support the gathering of historical, file recorded data when required.
- Collect reliable behaviour and plan implementation data directly through observation.
- Provide training, coaching, mentoring and role modelling on the implementation of behaviour support strategies.
- Provide informed and considered advice and feedback to clinical staff on recording tools and processes, and the implementation of plans.
- Support the image of the organisation through positive and effective communication of the organisation to internal and external stakeholders
- Participate actively in the Clinical Governance of the organisation.
- As required, participate in the implementation of projects identified as a priority for improving the practice of the team and the outcomes for clients
- Any other duties as requested by the Senior Behaviour Specialist.

### **Who we are**

The LOJIC Institute is a Division of Community Services Australia, part of the Community Services Group. The Community Services Group is a family of companies providing service supports across Australia. The Group shares and is committed to the ongoing development and enrichment of life outcomes for individuals, families and communities who require or seek support. Our services are underpinned by a clear mission and vision and are supported by a practice framework based on fundamental human rights - respect and value of all people, service innovation and integrity. We seek to develop, empower and enable all who choose to access our services by encouraging choice and autonomy, enhancing skills and expecting valid outcomes.

### **How we work**

The Community Services Group of companies supports staff to exercise work-life balance and supports professional development to enhance personal skills and capabilities. You will be required to travel to and attend meetings at locations within South East Queensland and Northern New South Wales as part of your role and cost. Travel outside South East Queensland and Northern NSW may be required on occasion. In such circumstances, travel costs will be met or a vehicle will be provided.

Your work will be supported within a strong Clinical Governance approach and you will be expected to work with integrity and in accordance with the Group's Practice Framework and vision, mission statement and protocols. The successful applicant will adhere to strict work expectations including punctual attendance at designated meetings, and timely notification of changes of work times or issues to the manager.

### **What we offer you**

- Full-time employment (38 hours per week)
- Support to enable you to fulfil the requirements of your role
- Access to professional development opportunities to advance your knowledge and skills and widen your work scope.

- The opportunity to work for a Group of companies with wide scope across the human service industry and to be part of an organisation dedicated to supporting people to achieve great outcomes and service and practice excellence.
- The opportunity to salary sacrifice to maximise your take home income/benefits

**Who are we looking for?**

You will:

- have a passion for working for an organisation dedicated to supporting individuals, families and communities to enhance life outcomes and enjoy the challenge of working with a range of clients, families, staff and leaders across a diverse suite of human service delivery fields.
- have experience in providing positive behaviour support to individuals across a variety of settings including homes, schools and the community and the demonstrated ability, to support others in the implementing elements of effective positive behaviour.
- have experience working with people with developmental, behavioural, and psychological needs and their families, carers and support teams.
- be able to work independently and autonomously as part of an active clinical team.
- demonstrate excellent communication and interpersonal skill- particularly in training, coaching, mentoring and role modelling to develop new skills in others.
- demonstrate a strength in working with others in a problem-solving manner in difficult and often stressful situations.

NB: Ideally you will have BCaBA certification or be willing to work towards such certification.

## Core Capabilities – What we expect of you in your role

*This role is equivalent to Capability Framework Level 2 – CSGroup. These capabilities will form the basis of your performance review.*

### SUPPORTING SERVICES – WORKING WITH OUR CUSTOMERS

- Partners with people requiring support (and/or nominated stakeholders) to enable them to become active members of their community, increase independence and develop vital networks
- Maintains clear accountability of planning, measuring and achieving quality outcomes for persons requiring support in your work function
- Uses appropriate communication strategies to build the capacity for the person requiring support to express and determine their choices and directions
- Ensures the safety and rights (including confidentiality and privacy) of the person requiring support is considered and maintained at all times
- Contributes to the implementation of the Mission, Values and Vision of the Community Services Group of companies by adhering to the Group Practice Framework and demonstrating an understanding of human rights, dignity and respect, active support and strengths-based, person centered practice.

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### WORKING WITH EACH OTHER

- Follows the direction of own Manager and works collegially with team and organisational members to achieve quality outcomes in work function
- Identifies issues, deals with them in a timely manner and keeps Manager informed of progress to resolve
- Listens to and recognises the needs of others and understands own role impact on other team members
- Participates in team learning, discussion, goal setting and operational duties

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### WORK PROCESSES - ACHIEVING RESULTS

- At all times, acts in accordance with Group and company policies and protocols including duty of care and confidentiality, reporting, and maintaining safe working practices
- Where technology based shift-bid processes exist, takes ownership of own roster, utilising the technology and system available to bid for shifts and manage own work-life balance.
- Is punctual and takes personal responsibility for shift actions and completion of duties
- Reports all roster and support issues to management in a timely manner using proactive problem solving as required.
- Operates independently, monitoring own performance against role expectations and recognising need for continuous improvement
- Adheres to record keeping requirements in accordance with team function
- Is adaptable in approach and is willing to be flexible

## INFORMATION & OPPORTUNITY

- Undertakes such induction and mandatory training as required including refresher training to ensure you are up to date with company practice and expectations
- Is responsible for own learning and participates in opportunities to enhance own competencies and skills as offered by Community Services Group and companies.
- Assumes responsibility for maintenance of necessary qualifications, licenses and checks as relevant
- Asks questions to ensure better understanding of role and issues
- Accesses and applies information relevant to role and takes initiative to keep up to date
- Respects confidentiality of clients and organisation and seeks guidance to determine what information can be given to others
- Is willing to share learning with team members to enhance practice and outcomes

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## SUPPORTING THE ORGANISATION

- Understands and supports organisational vision, mission and business objectives
  - Recognises how own work contributes to achievement of organisational and team goals
  - Displays personal drive and integrity in promoting organisational values
  - Treats others with respect, courtesy and unconditional positive regard
  - Chooses and uses resources wisely
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## Requirements of Role

### 1. Relevant clearances and checks including

- Criminal history check
- Working with Children/Vulnerable People check clearance\*
- Ability to work in Australia
- Relevant and current Driver Licence

Note: On occasion the position may be required to support organisational activities that occur out of the normal daytime hours or occur on a weekend. On such occasions equal time off in lieu of such will be provided as a part of the flexible work arrangements.

*\*Community Services Group employees are required to ensure qualifications (where relevant), criminal history information and driver licence remains current.*

### 2. Qualification and Experience

- Relevant practice qualifications are highly desired

Significant relevant experience including (but not limited to) practice development, coaching/mentoring/training, course development, teaching adult learners and industry relevant experience. Successful applicants will be required to undertake and satisfactorily complete company mandatory training and will be subject to a 6 month period of probation.

### 3. Other requirements

- Be willing to undertake such duties as required to meet organisational objectives and outcomes in the context of rapid industry reform and change.

## Selection Criteria and Process

Please send the following:

- Current resume
- Brief outline of experience/qualifications/clearance checks and response to '**Who we are looking for?**' dotpoints on page 3.
- Names and contacts of two referees
- Signed copy of page 7 of this job description

To:

## Closing Date

Note: CSG Group of companies reserves the right to undertake relevant criminal history checks, any other checks pursuant to the Child Protection Act or other legislation, referee reports and prior employment checks including disciplinary proceedings and fitness for duties on recommended applicants.

*Thank you for your application!*

## Mandatory Responsibilities of all Employees

### 1. Probation Period:

All staff new to Community Services Group of companies will be required to complete 6 month probation period regardless of level or role.

### 2. Employee Responsibilities and Expectations

You must familiarise yourself with Community Services Group's Employees, Students and Volunteers Rights and Responsibilities protocol which outlines company expectations of your rights and

responsibilities while employed. You are required to seek further information from your manager in relation to any areas which remain unclear.

3. Work safety

You are required to:

- Familiarise yourself with all policies, procedures and work practices, attend/complete compulsory safe work training as required and maintain currency of knowledge in relation to work safety
- Take responsibility for own observance of safe work practices and safe work environment and undertake no actions or omissions which will adversely affect the health and safety of yourself or other person/s including smoke free expectations
- Obey all reasonable instructions, work practices or protocols given by management in relation to health and safety while performing work duties
- Adopt and promote a proactive and preventative approach to safe work practices, reporting any accidents, incidents or hazards promptly to your manager
- Be aware of the need to consider risk associated with support requests and seek manager advice if required.

4. Code of Conduct

You are expected to familiarise yourself, observe and adhere to the Community Services Group Practice Framework and Code of Conduct as part of your conditions of employment. Departure from this Framework/Code of Conduct and the Acts on which it is based could be grounds for disciplinary action including termination of employment.

5. Continuous Quality Improvement

You must be aware of the quality standards applicable to your work, following organisational protocols, exhibiting a commitment to quality services and participating in activities to enhance continuous quality improvement.

6. Protection of Vulnerable individuals and Children

All have an obligation to ensure that the rights and wellbeing of vulnerable individuals and children are protected. You must be aware of your responsibilities toward vulnerable individuals and children as contained in Community Services Group policies and protocols and take responsibility for reporting issues of concern in the course of your work duties. Relevant clearances and checks may be a requirement of your role. Where required you must ensure your relevant clearances and checks are maintained as current, informing your manager immediately if you no longer have valid clearance. A lack of current relevant clearance will be grounds for cessation of work duties with clients until the matter is resolved.

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:

- The position description details the accountabilities of the role and provides an indication of duties and tasks I will/may be required to undertake. Additional or other duties may from time to time be allocated to fully meet the responsibilities of the role.
- The capabilities included in this document are indicative and will be reviewed with me on (at minimum) an annual basis and that my performance will be assessed against these measures.

Employee:

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Signature/Date: