

**ROYAL SOCIETY FOR THE BLIND**

**POSITION DESCRIPTION**

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**TITLE: THERAPEUTIC SUPPORT SPECIALIST**

**DIVISION: COMMUNITY SERVICES**

**APPROVED BY: EXECUTIVE MANAGER COMMUNITY SERVICES - March 2021**

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**MAIN PURPOSE**

Responsible to the Lead Occupational Therapist, the Therapeutic Support Specialist is responsible for assisting Therapists in providing high quality support and therapy to people who are blind or vision impaired and their families.

The Therapeutic Support Specialist will be primarily responsible for providing administrative support to a team of therapists. The Therapeutic Support Specialist will provide services including but not limited to advocacy, planning of meeting and appointments, creation of service agreement, file, and update client records, keep track of NDIS plans, prepare and disseminate correspondence, support, and facilitate completion of reports, make appointment and travel arrangement for therapist.

The aim of the services delivered by the Therapeutic Support Specialist are to facilitate therapist role by completing their administrative tasks.

In conjunction with RSB therapists, the Therapeutic Support Specialist will contribute to establish, and maintain positive and productive relationships with internal and external stakeholders to ensure the effective delivery of services to RSB clients and their families.

**Principal Accountabilities**

* To assist Therapists to provide high quality services to RSB clients by facilitating the liaison between internal and external providers.
* To complete clients file and records on an ongoing basis.
* To keep records of key actions to be undertaken within each NDIS plan to assist Therapist to perform assessment and write comprehensive report on time.

**Key Responsibilities**

* Use of a person-centred approach to support Therapists plan and coordinate services for the client and their family.
* Act as the primary point of contact for clients, family and associated service providers when therapists are unavailable.
* Create and monitor service agreements on CRM, based on Therapists recommendations.
* Provide support to clients and family as appropriate and develop strategies to resolve consumer issues.
* Monitor and maintain outcome focussed and up-to-date client records in accordance with professional standards, RSB policy and procedures and relevant legislation.
* Establish and develop relationships with key community and government services, including the NDIS, Local Area Coordinators and Education Providers.
* Contribute to resource file directing clients to various support agencies locally, that can connect people who are blind, or vision impaired with available community resources.
* Participate in appropriate community networking meetings as required;
* Ensure strong knowledge of all RSB services and maintain awareness of all RSB activities and events, campaigns and promotions.
* Identify client complaints/concerns in an appropriate and timely manner and report to the Lead Occupational Therapist and in accordance with the RSB’s complaints policy requirements; and
* Support RSB Therapists in the delivery of high quality and timely services to maintain the credibility and reputation of the RSB and assist in identifying business and service opportunities.
* Undertake any other duties as required by the Lead Occupational Therapist or nominated person.

**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 RSB’s Human Resource (HR) policies and procedures, including (but not limited to), RSB Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of RSB 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.
* Undertake your duties and responsibilities in a safe and proper manner that observes RSB’s Work Health and Safety (WHS) policies, procedures and operating practices and do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.

**PERSON SPECIFICATION**

**Essential Skills Criteria**

* Strong knowledge and background in NDIS (National Disability Insurance Scheme)
* Demonstrate a clear understanding of the role and responsibilities of support facilitation which includes planning, liaising, and advocacy.
* Strong interpersonal and communication skills and experience in liaising with a wide range of people from diverse backgrounds including service providers.
* Well-developed organisational skills including the ability to plan workload, priorities and meet deadlines.
* A high level of initiative, and a proven capacity to be pro-active & innovative.
* High attention to detail.
* Knowledge and understanding of vision impairment and empathy for people who are blind or vision impaired is preferred.
* Strong commitment to principles of enhancing independence and client empowerment, choice and control
* Proven commitment to maintaining professional skills and knowledge
* Well-developed customers relations skills and a commitment to providing quality service and implementing continuous improvement
* Ability to effectively resolve conflict and difficult situations
* Sensitivity to the needs of ageing persons, persons with a disability and of different social and cultural backgrounds
* Ability to produce clear, timely and concise documentation
* Ability to maintain confidentiality
* Knowledge of relevant disability legislation and Standards, duty of care and access rights
* Ability to effectively manage dynamic workloads, plan, work and establish priorities effectively
* Ability to work collaboratively with multiple stakeholders, including health professionals, therapists, family members, carers and other internal service providers
* Demonstrated effective and appropriate communication skills in all mediums to a wide range of stakeholders
* Excellent interpersonal and communication skills
* Well-developed negotiating and problem-solving skills.
* Ability to work independently and within a team, take initiative and respond effectively to a wide range of competing work-related issues.
* Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook and Finance programs.
* Excellent CRM database management skills.
* Ability to access external portals and systems.
* Understanding of and empathy with the values and ideals of RSB.
* Contribute to the implementation and achievement of RSB Community Services business and operational plans and objectives.

**Desirable Criteria**

* Background in a community service
* Experience working with people from culturally and linguistically diverse backgrounds

**SPECIAL CONDITIONS**

* The incumbent will be required to enter into an annual performance agreement for the achievement of outcomes.
* The incumbent is required to hold a National Police Certificate (NPC) and DHS and NDIS clearance and continued employment is subject to maintaining satisfactory clearances.

**KEY PERFORMANCE INDICATORS**

* All jobs and travel are recorded in the system to be claimed.
* Monitor NDIS Plan reviews and associated funds
* Therapy claims are process regularly and invoices are paid.
* Full compliance in recording all information relating to client records.
* Clients requests are discussed with Therapist and addressed in a timely manner.
* Appointments are scheduled for Therapists and prioritising as directed
* Internal and external networks are established and maintained.
* Contribute to the development and delivery of services as directed by the Lead Occupational therapist

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**