

<b>Position Title:</b>	Early Supports Specialist (Allied Health)
<b>Division:</b>	Early Childhood Services
<b>Reporting To:</b>	Early Supports Lead Specialist
<b>Direct Reports:</b>	NIL

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

### Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

Northcott Early Childhood Services delivers the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney. The approach supports the Early Childhood Approach activities that will improve independence and social participation of children with disability, developmental delay or developmental concerns aged 0-8 years.

### KEY OBJECTIVE OF THE POSITION:

Provide practice guidance and support to coordinators through group supervision and individual consultations, ensuring staff and teams are equipped to effectively support families of children with disability, developmental delay, or developmental concerns.

Collaborate within a multi-disciplinary team to deliver services aligned with the key-worker model, with a focus on building family capacity, enhancing social participation, and improving quality of life. Facilitate connections to community resources and mainstream services in the local area, including future access to Foundational Supports as outlined in the NDIS Review, to ensure children receive appropriate support and can participate meaningfully in their communities.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- A strong understanding of typical childhood development, milestones, and the impact of developmental concern, delay and/or disability on a child and their family.
- Demonstrated knowledge and understanding of evidence based, best practice models in Early Childhood.
- Experience supporting children and families using a family centered and capacity building approach.
- Ability to translate professional specialist advice into practical strategies for families that align with their individual goals & the best practice principles in early childhood.
- Ability to build rapport & connection with others to facilitate collaborative conversations.
- Ability to liaise with a multidisciplinary team and draw on clinical knowledge & reasoning to work within a key worker framework.
- In depth knowledge of the local service environment in which the child lives, including funded and non-funded services including emerging NDIS reform.
- Demonstrated experience providing mentoring and coaching support to staff.
- Commitment to an exceptional customer service culture.
- Excellent communication and interpersonal skills, written and verbal.
- Goal focused and driven by meeting key deliverables.

## Position Description

- Ability to remain objective and impartial when providing support and guidance.
- High level organisational, efficiency and time management skills.
- Proficient computer skills.
- Appreciation and acceptance of diversity for wellness, understanding the importance of implementing a tailored and personalised approach to children and their families.
- Experience working within a key worker model desirable.
- Knowledge of the Disability Services Act & Standards.
- Knowledge of the Child Protection Legislation and the principles of Keep Them Safe.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Successfully obtained tertiary qualifications in Speech Pathology or Occupational Therapy.
- Current registration as a Certified Practicing Speech Pathologist with SPA or O.T registration with AHPRA.
- Minimum 3 years' experience working within discipline with children and families.
- Demonstrated ability to contribute discipline specific knowledge in a multi-disciplinary team around the child.
- Demonstrated experience supporting and implementing family centered early intervention with a strengths-based approach.
- Experience in utilizing reflective practice, clinical experience and literature regarding best practice to inform clinical service delivery.
- Experience meeting and exceeding set KPIs/ targets.
- Experience ensuring families are satisfied while still meeting business objectives.
- Valid NDIS Worker Screening Check (or willingness to obtain).
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain).
- Valid Driver's License.

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Supports the development and delivery of best practice to Early Childhood Customers in both individual and group settings.
- Develops positive and trusting relationships with all stakeholders.
- Demonstrates a high level of early supports knowledge
- Responds to work assignments and customer driven tasks within the stated timeframe and in a courteous manner.
- Seeks to build the capacity of families and the community to work confidently and effectively with children with disability to meet each individual child's developmental needs.

#### Relationship Building

- Initiates, develops and maintains good working relationships with employees within the early childhood program

- Builds and maintains a strong relationship with Northcott management to enable clear communication pathways.
- Maintains both a mainstream and disability support service network of contacts that can provide information, help and access to families.
- Draws on professional experience & specialization to support a multidisciplinary team. Collaborates with peers & multidisciplinary teams to provide best practice supports to children and families.
- Collaborates with peers to achieve organisational and NDIS performance measures

### Problem Solving

- Proactively suggest new ideas and different ways to improve work practices.
- Flexibility in approach to achieve the performance measures of the EC program.
- Makes effective use of time and facilities.
- Meets deadlines as timeframes of the program and as agreed upon with families.
- Prioritises duties/responsibilities in a manner consistent with service and organisational objectives.
- Effectively manages tasks including follow-up.

### Leadership

- Independently performs and accomplishes program expectations.
- Requires minimal supervision.
- Sees and acts upon opportunities.
- Independently contributes ideas and adaptation of program where required.
- Promptly undertakes problems and devises solutions.

### Professionalism

- Displays a professional attitude with regards to both oral and written communication, and dress attire.
- Demonstrates effective time management skills.
- Shows positive attitude.
- Maintains regular attendance.
- Meets productivity standards.
- Interacts as an effective team member.

### Job Knowledge

- Demonstrates the specialised knowledge required to provide a best practice and a quality service.
- Aware of general issues related to the position.
- Effectively learns new job skills.
- Maintains up-to-date job-related information.

## DUTIES

The typical duties of this position include:

1. Provide practice guidance and case consultations to EC Coordinators
2. Lead training, support and best practice supervision to a multi-disciplinary team in delivering a key worker approach to children with developmental concerns and delays.
3. Lead the delivery of workshops and groups to provide families and external stakeholders with information to support children with developmental delays or concerns.

## Position Description

4. Share discipline specific knowledge and support in alignment with the transdisciplinary approach.
5. Implement group early childhood intervention programs in line with evidence based and best practice early childhood models.
6. Develops and coordinates quality improvement initiatives in team / discipline informed by best practice standards.
7. Attend, present and participate in internal and external professional development activities.
8. Establish and maintain effective relationships with local and regional stakeholders, including Early Childhood Education settings, mainstream and community services providing information and support to children with developmental concern, delay and/or disability
9. Adhere to the strict response timeframes as required in the PITC EC Statement of Requirements, Standard Operating Procedures and Grant Agreement.
10. Be aware of, demonstrate a commitment to and actively work toward the performance measures of the EC program outcomes as stated in the NDIS Outcomes Assurance Framework and PITC EC Statement of Requirements.
11. Ensure that record keeping, data entry & achievement of KPIs is consistent & timely.
12. Work within a strengths based, family centered approach that provides support families to build capacity, problem solve and resolve issues as identified.
13. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
14. work within the framework of the, Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, NDIS Act 2013, NDIS Operational Guidelines and other relevant legislation.
15. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
16. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
17. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
18. Actively participate in Supervision aligning with supervision policies & procedures.
19. Demonstrate willingness to participate in Team Meetings and promote a culture of knowledge sharing amongst peers.
20. Other duties as required by management.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

## Position Description

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Please forward a signed copy to Human Resources.