

**Position Title:** Behaviour Specialist  
**Reporting Manager:** Specialist Services Manager  
**Tier:** Tier 5  
**Division:** Mental Health & Wellbeing  
**Location:** TBC

### Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

### Behaviour Specialist

### Why You're Here

The key purpose of the Behaviour Specialist role is to deliver high quality professional services based on a positive behaviour support framework consistent with our contract obligations within the Ministry of Health, ACC, and other providers as required. As the Behaviour Specialist you are responsible for the delivery of specialist behaviour support services to children and adults with a disability, their family/whanau and their support networks. You will ensure services we provide are clinically safe and responsive to client need. Your work with clients will be person centred, efficient, and innovative.

You will use an evidence based transdisciplinary model to work across traditional boundaries bringing together a variety of disciplines and expertise. You will support and work alongside clients, family/whanau and residential providers to develop and review goals ensuring they are achievable, person-centred and create a sustainable and enduring change.

You will be a member of the Explore team of Wellbeing and Behaviour Specialists providing assessment, individual and group intervention or therapy, consultation and advice, training and supervision.

## What You'll be Doing

### Strategy

- Engage with internal and external stakeholders to ensure their interests are met in the delivery of our services

### Building Relationships & Networks

- Establish and maintain positive and genuine relationships with clients, whanau, colleagues, and stakeholders.
- Engage appropriately and effectively with diverse cultural backgrounds ensuring particular beliefs and needs of clients are taken into account and supported
- Work effectively with Maori including liaison with local Maori to build capacity and relationships in the community
- Consider other's perspectives and handle upset clients and client families by hearing them out, empathising, and taking responsibility for resolving problems.
- Utilise strength-based and solution focused approaches when consulting with clients and stakeholders
- Build strong relationship/alliances with clients and other key stakeholders that motivate them to engage in positive change
- Actively contribute and participate as a member of the team to help achieve team goals by applying effective communication and sharing of relevant information

### Clinical and Ethical Service Delivery

- Maintain and promote a high level of client confidentiality and professional boundaries at all times
- Protect and promote the rights, dignity and social inclusion of clients
- Apply the principles of the Treaty of Waitangi
- Deliver Positive Behaviour Support, applying values theory and practice to individual situations, supported by other evidenced based approaches as appropriate
- Conduct client assessment using a functional approach with a bio-psycho-social understanding of the person and their situation
- Complete assessments using a range of data and information collection tools including standardised tests
- Identify, assess and mitigate risk in client work
- Open to new ideas and innovation while careful to judge the risks and benefits of new methods, tools, and Techniques.
- Identify and prioritise issues and collaboratively develop intervention goals that considers the views of all stakeholders and mitigate barriers to sustained outcomes

### Customer Focus

- Develop effective easy to understand Behaviour Support Plans that take into account the person's culture, needs, environment and skill development and complexity of circumstances
- Empower clients and their support people to make changes that achieve desired and sustained outcomes
- Provide hands-on training, support, and guidance to those involved in implementation of behaviour support plans
- Ensure that planning, design, provision and evaluation of services is consistently applied and the effectiveness of the intervention is adjusted appropriately to support the needs of the client

### Concern for Quality & Standards

- Work to reduce restrictive practises, identifying and mitigating risk and aversive practises
- Meet key deliverables and specified timeframes, and manage caseloads to meet service expectations
- Monitor, review, evaluate and maintain reports and records on client progress towards goals and outcomes
- Abide by all ethical and legal standards referring to and applying key documents to everyday practise to ensure clients receive support that responds to their physical, spiritual, intellectual and cultural needs

- Apply a high standard of accuracy and timeliness in completion of notes, documents, and records of work undertaken, complying with professional and legal obligations
- Compile reports and other written communication that is clear, concise and meet the needs of the target audience
- Establish work practices that achieve a high level of service quality, accurately identify how critical various tasks are, prioritising time and energy accordingly
- Accept responsibility for outcomes of one's work; admit mistakes and refocus efforts when appropriate
- Prepare, facilitate and deliver adult learning demonstrating an in-depth content knowledge with appropriate examples and activities to support participant's learning and safety
- Clearly, effectively, and diplomatically convey, adapt and receive information through multiple modalities (e.g., verbal, written, non-verbal)

### **Continuous Improvement**

- Collaborate with managers, supervisor and colleagues
- Identify and seek appropriate professional guidance to ensure safety concerns, limits of competence, and organisational expectations are addressed.
- Engage in self-reflection and on-going professional development through supervision.
- Set goals that align to service improvement and advancement of competencies.
- Keep up to date with development of evidence based practice.

### **The Rules that are Important**

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

### **The Skills, Knowledge and Experience You'll Need**

- A tertiary qualification in a relevant discipline or at least 3 years relevant experience in the disability field
- A current annual Practising Certificate (APC) where this is required
- Understanding of and a commitment to the Treaty of Waitangi
- Able to apply basic Tikanga practices to protect the cultural safety of Maori clients, team members, and self
- An understanding and commitment to the Code of Health and Disabilities Services Consumer Rights, Professional and regulatory requirements
- An understanding of Positive Behaviour Support, communication and Functional Assessment and the relationship with behaviour
- Experience in service delivery, preferably within the health/disability services sectors using ethical practise and a non-aversive approach
- A passion and expertise for working collaboratively in a transdisciplinary manner and develop skills in others
- Excellent interpersonal, communication and influencing skills including competence in professional report writing and highly developed emotional intelligence
- A proven ability to self-manage, set standards, and provide timely response to service expectations
- Sound judgement and a high level of integrity
- A current full NZ Drivers Licence
- Experience with Microsoft Office Suite and client management systems
- Ability to travel and flexibility to stay overnight for business related needs

**Desirable:**

- Specialist knowledge and skills in disability and Autism
- An understanding of developing Behaviour Support Plans and implementing these within the service user's specific environment
- Experience or validation training in relevant interventions such as Triple P, Stepping Stones, Incredible years, MAPA or PECS
- Knowledge of Applied Behaviour Analysis and experience in its application
- Ability to undertake evaluation/research alongside clinical practice
- Ability to develop and deliver training programmes to a wide variety of audiences
- Current First Aid certificate

**Who You will be Leading:**

- No direct reports

**Key Relationships**

**External:** People with Disabilities, Family/whanau and advocates of people with disabilities, Support networks, Accident Compensation Corporation (ACC), Needs Assessment and Service Coordinators (NASCs), District Health Board (DHB), Oranga Tamariki and other government and non-government funding agencies and health advocates; private funders; Iwi; suppliers; and Industry bodies

**Internal:** Explore Specialist Managers and team; Mental Health and Wellbeing team; Service Delivery colleagues; Service centre team; Disability and Social Services team; Shared Services team (People & Culture, Finance & Communications; Quality and Health & Safety, Strategy and Partnerships); MySkill Committees & Groups: Project teams, Industry bodies and sector committees as required.

**Agreement:**

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_