

## Success Profile

This Success Profile outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning, performance management and remuneration initiatives.

<b>Position Title:</b>	Senior Occupational Therapist	<b>Current as of:</b>	July 2018
<b>Reports To:</b>	Managing Director	<b>Direct Reports:</b>	N/A
<b>Key Relationships:</b>	Clients, Referrers, Industry, Suppliers	<b>Location &amp; Other Requirements:</b>	Metropolitan Adelaide and surrounding regions with travel to client homes, hospitals, suppliers or other locations as required.

## Role Purpose

As a Senior Occupational Therapist you are responsible for delivering community-based OT interventions for a wide range of client groups in line with the strategic direction of the business. Our primary goal is to enable people to participate in the activities of everyday life. Whether it is returning to work, living with a disability, recovering from illness or injury or maintaining the independence of our elderly, we work with people and communities to enhance their ability to engage in the activities they want to, or need to do. This may be achieved through adapting the environment, modifying the task, teaching the skill, or educating the client.

Your core responsibilities are focused on providing client-centred healthcare and role modelling the behaviours that create a high performing, engaged culture. As a Senior Occupational Therapist, it is expected that you will work with a high level of autonomy, that you are assigned to complex clients and engage professionally across all stakeholder groups. You also have direct responsibility for supervising and managing the overall performance and well-being of the Occupational Therapists in your team.

You have the following key areas of responsibility:

- Client Engagement
- Client Intervention
- Administration
- Occupational Health & Safety
- Professional Development
- Brand
- People & Culture

Key Area of Responsibility	Measures of Success
<p><b>Client Engagement</b>            Deliver quality home and hospital based occupational therapy assessments including all areas of activities of daily living, mobility and home safety. This includes:</p> <ul style="list-style-type: none"> <li>• Prescribes equipment and/or home modifications and backs this up with the relevant clinical justification</li> <li>• Performs Home/ADL assessments</li> <li>• Completes equipment applications for a variety of government equipment programs</li> <li>• Provision of therapy intervention (functional rehabilitation, pain management, stroke rehab etc)</li> <li>• Identifies opportunities to help clients in other areas through the discussion of services available through the Company or complimentary allied health providers</li> <li>• Provides clients with all available options / solutions within assessment brief and funding guidelines</li> <li>• Ensures recommendations meet all legal requirements, including Australian Standards (where applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Client/family feedback</li> <li>• Client referrals</li> <li>• Development of intervention goals / plan</li> <li>• Client achievement of development goals</li> </ul>
<p><b>Client Intervention</b>            Delivers on client follow-up actions post assessment including:</p> <ul style="list-style-type: none"> <li>• Completes orders for equipment</li> <li>• Writes reports including interventions, minor and major home modification recommendations with relevant diagrams and community based services</li> <li>• Communicates assessed needs clearly and precisely with stakeholders including families, agencies and suppliers</li> <li>• Undergoes education and training regarding correct use of recommended equipment</li> <li>• Reviews recommended equipment and implementation of further intervention where required.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of interventions on time</li> <li>• Quality of reports (accuracy and quality of clinical input expected for level of experience)</li> <li>• Recommendations meet all legal requirements and standards</li> <li>• Accuracy and timeliness of stakeholder communications</li> </ul>
<p><b>Administration</b>            Delivers all internal administration in an accurate and timely manner to ensure the efficiency of practice operations. This includes:</p> <ul style="list-style-type: none"> <li>• Submits billing / invoices accurately and on time</li> <li>• Updates case notes and DropBox folder in a timely manner so they can be readily picked up and actioned by others</li> <li>• Ensures accurate record keeping and progress documentation</li> <li>• Completes other administration as required</li> <li>• Prepares and delivers quotes for additional services with existing and new clients</li> </ul>	<ul style="list-style-type: none"> <li>• Clarity and accuracy of progress notes</li> <li>• Progress notes completed and billing (non-DVA) submitted by the first working day of the following month</li> <li>• Progress notes and related billing records are accurate and up to date by Friday of each week (DVA)</li> <li>• Meets billable time requirements (monthly stats)</li> <li>• No rework of invoices</li> </ul>

	<ul style="list-style-type: none"> <li>• Quotes accurately reflect the amount of work required to deliver</li> </ul>
<p><b>Occupational Health and Safety</b> Operates in a manner that ensures personal safety and the safety of others at all times. Areas of focus include:</p> <ul style="list-style-type: none"> <li>• Ensures the Occupational Health, Safety and Welfare of all staff including yourself</li> <li>• Informs reception of your whereabouts within the policy guidelines</li> <li>• Safety policies, procedures and safe behaviour expectations are well understood</li> <li>• Safety risks are actively identified and appropriately actioned or reported</li> <li>• Takes action to create and embed a safe and healthy culture that supports sustainable performance</li> </ul>	<ul style="list-style-type: none"> <li>• No safety incidents</li> <li>• Proactively informs reception of whereabouts</li> <li>• Compliance with all safety policies and procedures</li> <li>•</li> </ul>
<p><b>Professional Development</b></p> <ul style="list-style-type: none"> <li>• Commits to ongoing professional development within both work time and personal time, including maintaining up to date knowledge of evidence based practice</li> <li>• Supports less experienced colleagues within the organisation</li> <li>• Is willing to share knowledge and promote team growth</li> <li>• Supports the induction of new staff members as required and the Clinical supervision and / or mentoring of students</li> <li>• Liaises with other community based organisations and GPs etc to ensure best practice in holistic client focused care</li> <li>• Contributes ideas and innovations around improving the business</li> </ul>	<ul style="list-style-type: none"> <li>• Meets CPD point requirements</li> <li>• Proactive recognition and bridging of knowledge and skill gaps</li> <li>• Implements newly acquired skills and knowledge in the role</li> <li>• Identifies and supports the implementation of continuous improvement initiatives</li> </ul>
<p><b>Brand</b> Contributes to building the practice brand through an active involvement in a range of client and external facing events including:</p> <ul style="list-style-type: none"> <li>• Represents the brand externally through delivering talks and community engagement</li> <li>• Represents the practice at expos and industry events</li> <li>• Identifies and supports the exploration of opportunities to further expand the practice or client groups</li> <li>• Communicates positively about the practice and the value the team bring to clients</li> <li>• Has a full understanding of the services available through the practice and communicates this in an informed manner when engaging with clients</li> <li>• Demonstrates professional behaviour and communication skills inside and outside of work to ensure that the that the practice brand is well represented</li> </ul>	<ul style="list-style-type: none"> <li>• The market knows who we are and what we do</li> <li>• Represents the practice in an informed and professional manner</li> <li>• Personal presentation is in line with the brand</li> <li>• Generation of new opportunities, referral sources and clients</li> </ul>

<p><b>People &amp; Culture</b></p> <ul style="list-style-type: none"> <li>Engages with activities to create a highly engaged, high performing culture</li> <li>Builds team skills and ensure teams are capable of delivering the work autonomously with increasingly less hands-on supervision</li> <li>Ensures all team members understand what they need to do, their areas of focus, expected timeframes and the required outcomes of their role</li> <li>Ensures all team members follow procedures and deliver the expected work outcomes in line with the values and behaviours required for success</li> <li>Provides timely management of people issues and concerns</li> <li>Provides regular constructive feedback to team members to support the continuous development of capabilities, behaviours and clinical skills</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly catch-ups are delivered on time with all staff having meaningful development plans</li> <li>No unmanaged performance issues in the teams</li> <li>On the job constructive feedback provided to team members</li> <li>Supervised staff are meeting performance expectations</li> </ul>
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**Living to the Max Company Values**

What this means for the role		
<b>Enterprising</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>Lead best practice intervention and look for new ways of doing things.</li> <li>Be open to feedback and critique of our work.</li> <li>Make small improvements every day</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>Do things because that is the way they have always been done.</li> <li>Get defensive when others challenge our thinking.</li> <li>Take the easy option</li> </ul>
<b>Teamwork</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>Always show empathy and respect to others, both professionally and personally</li> <li>Actively offer support and assistance to colleagues</li> <li>Keep each other accountable by being open and honest</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>Openly criticise others in the workplace</li> <li>Discriminate against colleagues in the workplace</li> <li>Dismiss the opinions of colleagues. Everyone has equal right to be heard</li> </ul>
<b>Reliable</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>Always do what we say. No exceptions.</li> <li>Respond to clients, colleagues and stakeholders in a timely manner.</li> <li>Notify clients and colleagues if we are running behind schedule.</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>Have unrealistic expectations with respect to scheduling of appointments.</li> <li>Compromise our integrity to meet an imposed deadline.</li> <li>Schedule clients for financial gain and jeopardise the quality of our service.</li> </ul>

<b>Respect</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>▪ Respect our clients and their wishes at all times.</li> <li>▪ Acknowledge it's a client's prerogative to accept or decline our intervention.</li> <li>▪ Treat all those who come into contact with LTTM with the respect we expect from others</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>▪ Force our recommendations, despite our best intentions, on a client or their family.</li> <li>▪ Take for granted, the privilege of entering a client's private home.</li> <li>▪ Dismiss the thoughts, ideas or opinions of our clients or their family/carers.</li> </ul>
<b>Integrity</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>▪ Always maintain the highest of professional standards when representing LTTM.</li> <li>▪ Always act in the best interests of our clients.</li> <li>▪ Always act with honesty, transparency, empathy and respect.</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>▪ Compromise our professional standards</li> <li>▪ Be influenced to do anything other than what is in the best interests of our clients</li> <li>▪ Accept financial (or otherwise) incentives to refer clients to other health professionals or related services</li> </ul>
<b>Client-Centred</b>	<p>We will:</p> <ul style="list-style-type: none"> <li>▪ Talk with, not at our clients when finding customised solutions.</li> <li>▪ Actively engage with family and other stakeholders as true partners.</li> <li>▪ Always prioritise client needs above all else</li> </ul>	<p>We will never:</p> <ul style="list-style-type: none"> <li>▪ Suggest an intervention because it is easier for staff or other service providers.</li> <li>▪ View family or other stakeholders as peripheral</li> <li>▪ Impose our intervention on a client without their agreement</li> </ul>

## Behaviours

Responsibility	What this means for the role
<b>Communication</b>	<ul style="list-style-type: none"><li>▪ Speaks in a friendly and professional manner</li><li>▪ Communicates proactively, clearly and effectively with team members, peers and the leadership team</li><li>▪ Tailors communication content, channel and style to the audience to increase understanding and acceptance</li></ul>
<b>Develops Capability</b>	<ul style="list-style-type: none"><li>▪ Creates clarity for individuals on their performance and long-term development needs through skillful questioning</li><li>▪ Provides timely coaching, practical advice and specific feedback to help others succeed and grow</li><li>▪ Looks for opportunities to reinforce, reward and celebrate individual progress and achievements</li></ul>
<b>Accountable</b>	<ul style="list-style-type: none"><li>▪ Takes responsibility and accountability for the work and performance of others and addresses under-performance issues swiftly and effectively</li><li>▪ Achieves high quality outcomes through setting achievable, realistic workloads aligned with company strategy</li><li>▪ Makes firm, timely decisions, initiates action to pursue opportunities, addresses issues and prevents problems</li></ul>
<b>Commercial</b>	<ul style="list-style-type: none"><li>▪ Understands the regulations and legal requirements of the industry to ensure compliance</li><li>▪ Demonstrates good commercial judgement when making decisions</li><li>▪ Sees the big picture and makes decisions in the best interest of the business</li></ul>
<b>Strategic</b>	<ul style="list-style-type: none"><li>▪ Knows the business and has an understanding of the strategic direction</li><li>▪ Has a broad and commercial perspective on issues / understands the financial impact of decisions</li></ul>
<b>One Team</b>	<ul style="list-style-type: none"><li>▪ Works collaboratively with other team members, management and others to achieve goals and ensure customers' needs are met</li><li>▪ Listens and genuinely cares about the people they deal with</li><li>▪ Coordinates with and informs colleagues of plans and actions, follows through on commitments, and accepts personal accountability for results.</li></ul>