

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.

Position Title:	Senior Occupational Therapist	Current as of:	December 2021
Reports To:	Managing Director & Chief OT	Direct Reports:	Occupational Therapist
Key Relationships:	Clients, Referrers, Industry, Suppliers	Location & Other Requirements:	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 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>Client Engagement Deliver quality home 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"> • Prescribes equipment and/or home modifications and backs this up with the relevant clinical justification • Performs Home/ADL assessments • Completes equipment applications for a variety of government equipment programs • Provision of therapy intervention (functional rehabilitation, pain management, stroke rehab etc) • Identifies opportunities to help clients in other areas through the discussion of services available through the Company or complimentary allied health providers • Provides clients with all available options / solutions within assessment brief and funding guidelines • Ensures recommendations meet all legal requirements, including Australian Standards (where applicable) 	<ul style="list-style-type: none"> • Client/family feedback • Client referrals • Development of intervention goals / plan • Client achievement of development goals
<p>Client Intervention Delivers on client follow-up actions post assessment including:</p> <ul style="list-style-type: none"> • Completes orders for equipment • Writes reports including interventions, minor and major home modification recommendations with relevant diagrams and community based services • Communicates assessed needs clearly and precisely with stakeholders including families, agencies and suppliers • Undergoes education and training regarding correct use of recommended equipment • Reviews recommended equipment and implementation of further intervention where required. 	<ul style="list-style-type: none"> • Delivery of interventions on time • Quality of reports (accuracy and quality of clinical input expected for level of experience) • Recommendations meet all legal requirements and standards • Accuracy and timeliness of stakeholder communications
<p>Administration 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"> • Submits billing / invoices accurately and on time • Updates case notes and DropBox folder in a timely manner so they can be readily picked up and actioned by others • Ensures accurate record keeping and progress documentation • Completes other administration as required • Prepares and delivers quotes for additional services with existing and new clients 	<ul style="list-style-type: none"> • Clarity and accuracy of progress notes • Progress notes completed and billing (non-DVA) submitted by the first working day of the following month • Progress notes and related billing records are accurate and up to date by Friday of each week (DVA) • Meets billable time requirements (monthly stats) • No rework of invoices

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

People & Culture

- Engages with activities to create a highly engaged, high performing culture
- Builds team skills and ensure teams are capable of delivering the work autonomously with increasingly less hands-on supervision
- Ensures all team members understand what they need to do, their areas of focus, expected timeframes and the required outcomes of their role
- Ensures all team members follow procedures and deliver the expected work outcomes in line with the values and behaviours required for success
- Provides timely management of people issues and concerns
- Provides regular constructive feedback to team members to support the continuous development of capabilities, behaviours and clinical skills

- Quarterly catch-ups are delivered on time with all staff having meaningful development plans
- No unmanaged performance issues in the teams
- On the job constructive feedback provided to team members
- Supervised staff are meeting performance expectations

Our Values

What this means for the role		
Enterprising	<p>We will:</p> <ul style="list-style-type: none"> Lead best practice intervention and look for new ways of doing things. Be open to feedback and critique of our work. Make small improvements every day Be proactive in wanting to improve and develop professionally 	<p>We will never:</p> <ul style="list-style-type: none"> Do things because that is the way they have always been done. Get defensive when others challenge our thinking. Take the easy option
Teamwork	<p>We will:</p> <ul style="list-style-type: none"> Always show empathy and respect to others, both professionally and personally Actively offer support and assistance to colleagues Keep each other accountable by being open and honest 	<p>We will never:</p> <ul style="list-style-type: none"> Openly criticise others in the workplace Discriminate against colleagues in the workplace Dismiss the opinions of colleagues. Everyone has equal right to be heard
Take responsibility	<p>We will:</p> <ul style="list-style-type: none"> Always do what we say. No exceptions. Respond to clients, colleagues and stakeholders in a timely and professional manner. Keep colleagues accountable for their performance by providing constructive feedback as required Manage client expectations by communicating effectively in relation to timelines and/or delays in services 	<p>We will never:</p> <ul style="list-style-type: none"> Compromise our integrity to meet an imposed deadline. Pass the buck and ensure we deal with issues as they arise
Respect	<p>We will:</p> <ul style="list-style-type: none"> Respect our clients and their wishes at all times. Acknowledge it's a client's prerogative to accept or decline our intervention. Treat all those who come into contact with LTTM with the respect we expect from others Be respectful of our colleague's time by being punctual and being prepared for, and participating in discussions 	<p>We will never:</p> <ul style="list-style-type: none"> Force our recommendations, despite our best intentions, on a client or their family. Take for granted, the privilege of entering a client's private home. Dismiss the thoughts, ideas or opinions of our clients (or their family/carers) and colleagues. Make derogatory or disrespectful comments toward clients, support staff, family members or other staff
Integrity	<p>We will:</p>	<p>We will never:</p>

	<ul style="list-style-type: none"> ▪ Always maintain the highest of professional standards when representing LTTM. ▪ Always act in the best interests of our clients. ▪ Always act with honesty, transparency, empathy and respect. ▪ Speak of LTTM as an organisation, our co-workers and management in a respectful and positive way 	<ul style="list-style-type: none"> ▪ Compromise our professional standards ▪ Be influenced to do anything other than what is in the best interests of our clients ▪ Accept financial (or otherwise) incentives to refer clients to other health professionals or related services
Client-Centered	<p>We will:</p> <ul style="list-style-type: none"> ▪ Talk with, not at our clients when finding customised solutions. ▪ Actively engage with family and other stakeholders as true partners. ▪ Always prioritise client needs above all else 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Suggest an intervention because it is easier for staff or other service providers. ▪ View family or other stakeholders as peripheral ▪ Impose our intervention on a client without their agreement
Authentic	<p>We will:</p> <ul style="list-style-type: none"> ▪ Lead by example and be a positive role model to others ▪ Have the courage to be honest with management (good, bad or indifferent) regardless of the consequences ▪ Be vulnerable by expressing our thoughts and feelings openly and honestly 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Complain about colleagues behind their back. If you have something to say, have the discussion with them personally. ▪ Discuss workplace grievances without first acknowledging it with our direct supervisor or management.
Enjoyment	<p>We will:</p> <ul style="list-style-type: none"> ▪ Express gratitude to others and find enjoyment in what we do ▪ Use (respectful) humour and share a laugh with colleagues in the workplace 	<p>We will never:</p> <ul style="list-style-type: none"> ▪ Take for granted the fact that we work in a supportive, safe and friendly workplace