

NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – SPECIALIST AND PROFESSIONAL SERVICES JOB FAMILY

Strategic Core Requirements	Level 7	Level 8	Level 9	Level 10	Level 11
Sector and Organisation Purpose & Values	General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. Understands the role, vision, mission and values of the organisation. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates.	Working knowledge of human rights based approaches and the individual and community context of disability. Detailed understanding of the role, vision, mission and values of the organisation and the supports and services offered. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates. Working knowledge of organisation infrastructure.	In-depth understanding of the philosophy of human rights based approaches in the disability sector. Broad knowledge of the sector and the individual and community context. In-depth understanding of the vision, mission, values of the organisation and the supports and services offered. Aligns with approaches and with organisation values. Working knowledge of the strategic direction under which the organisation operates, organisation functions and infrastructure.	A comprehensive understanding of the philosophy and rationale for human rights based approaches. Understands the individual and community context. Understands various environments in which the organisation operates, e.g. social, financial, political. Comprehensive understanding of the vision, mission, values of the organisation and the supports and services provided. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and objectives of the organisation and the financial imperatives under which it operates. A broad knowledge of related organisations.	Has a deep thorough working knowledge and application of the philosophy and rationale for human rights based approaches in the disability sector. Deep working knowledge of disability support and of the various environments in which the organisation operates. Has a deep thorough working knowledge and application of the vision, mission, values of the organisation and the supports and services offered. Aligns and models consistent behaviours. Deep thorough working knowledge and application of the organisation strategic direction. Sound understanding of the inter-relationships with other relevant organisations.
Leadership / Teamwork	May lead a small team and/or participate as an effective team member. Supports other team members, sharing knowledge and information. Participates in professional team meetings. Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action.	May lead a team, monitoring and coaching to achieve required outcomes/performance. Effective team member; provides support to higher level roles. Shares knowledge and information and contributes to professional team meetings. Schedules own work and contributes to work planning. Monitors the progress of work and, under guidance, will estimate, cost and schedule work.	May lead a team within the context of multiple, complex service offerings. May supervise team leaders, coaching and building effective team work. Effective team participant. Provides guidance and information to less experienced staff within area. Evaluates the work of others. Working knowledge of relevant external relationships. Maintains defined relationships under guidance and ensures they work efficiently.	Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information and recommends budgets. May provide operational supervision of team leaders and build and coach a management team. Ensures projects and/or service offerings meet delivery expectations/agreements. Provides day-to-day professional advice and support to other professionals. Consults on issues associated with the success of projects/services.	May lead projects and/or service offerings and identifies and plans for resources. May supervise a team of professional and/or technical/administrative staff. Identifies learning needs and provides coaching and feedback, sharing knowledge and information. Provides high level expert professional advice and assistance to senior managers and staff. Undertakes projects and/or develops service offerings using expert level knowledge and experience.
Communication	Effectively handles complex, sensitive issues and collaborates with other work areas. Uses positive engaging techniques and adapts own style to needs of other person. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Drafts and liaises on written work; prepares complex management reports. Has a network of relevant contacts in other work areas.	Develops flexible communication techniques that engender positive engaging relationships. Has good listening skills and seeks, provides and/or shares information appropriately and respectfully; developing influencing skills. Has a network of relevant contacts to resolve work issues. Acquires basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.	Has flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes. Uses influencing skills. Uses a broad network of contacts to resolve work issues. Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.	Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Works consistently within necessary limits to manage relationships constructively and consistently, exercising judgement. Understands the positions of others. Exercises a range of effective influencing skills. Uses a broad network of contacts to resolve functional issues. Works to resolve conflicts in the first instance within role and functional limits; refers where appropriate. Participates in complex internal and externally focused negotiations.	Is aware of, and maintains appropriate communication channels with all key people within and outside own organisation. Adapts approach to meet the needs of others. Takes responsibility for the timely provision of advice and assistance. Builds on established networks, both internally and externally. Drafts reports on sensitive/complex issues or projects. Able to negotiate effectively on a wide range of issues. Positively identifies commonalities and differences and reconciles conflicting priorities and objectives.
Customer Relationships	Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations. Develops working relationships with other work areas to assist in customer service. Maintains confidentiality and understands diversity. When required, involves more experienced staff in the more sensitive or serious matters. Develops working relationships with stakeholders.	Uses basic professional competence to perform relevant professional work supporting customers with problem solving and decision making about their needs and expectations. On straightforward matters, maintains regular communication with customers. Able to work with other teams or service providers. Understands diversity and confidentiality requirements. Works with more experienced staff on the more sensitive or serious matters. On straightforward matters, maintains regular communication with stakeholders.	Uses thorough and advanced professional competence to support customers with problem solving and decision making about their needs and expectations. Understands scope of service offerings and can negotiate within boundaries. Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements. Interacts with stakeholders. Uses understanding of relationships and needs to recommend changes to approach.	Using complex/ specialist/ advanced professional skills and experience, takes responsibility and effectively deals with complex customer relationship needs and expectations. Advises on the more complex customer relationship protocols and complaint mechanisms. May personally handle complex, sensitive or serious matters. Effectively utilises complex stakeholder relationships. Provides advanced professional level advice and assistance in respect to changes to approach.	Develops and implements customer relationship approaches. Ensures complex and very complex customer relationship needs and expectations are addressed effectively through expert professional practice. Provides expert advice to other professionals. Ensures customer relationship, confidentiality and complaint processes are in place and are regularly reviewed. May personally handle the most complex or serious matters. Ensures complex and very complex stakeholder relationships are managed effectively, providing expert professional advice and assistance in respect to changes to approach.
Personal Accountability	Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. Ensures appropriate use of resources. Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. Adopts a professional approach to personal accountability. Develops the capability to promote and market service offerings.	Understands the intent and framework of relevant compliance legislation, quality standards, policies & procedures relevant to the role, and where to find necessary information. Addresses and mitigates risk. Contributes to health, safety and wellbeing and to an effective workplace. Understands the need to appropriately use financial and other resources. Able to market and promote organisation service offerings and work with other agencies and stakeholders.	A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to the organisation work environment. Identifies and mitigates risks. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.	Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements. Ensures changes do not compromise quality or standards of service. Evaluates processes and makes or recommends changes. Applies organisation risk management processes. Participates in policy and procedure development. Demonstrates and ensures safety, financial and general accountabilities in team. Markets and promotes organisation service offerings and brand.	For the relevant team and/or discipline area, assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality standards, organisation strategies and policies. Participates in the development and review of relevant policies and practices. Manages risk. Ensures health, safety and wellbeing and financial and general accountability for individuals and teams. Markets and promotes organisation service offerings with very complex or strategically significant stakeholders.
Innovation	Identifies opportunities for innovation. Adopts a creative and resourceful approach. Takes personal responsibility for continuous improvement and quality in own work. Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.	Approaches own work and problem resolution creatively and flexibly. Supports innovation and creativity at the individual and team level. Understands quality principles, and application of quality improvement methods. Resolves problems and foresees consequences.	Exercises initiative and judgement, under guidance, to creatively improve service or product offerings. Is adaptable and resourceful. Understands organisation processes and quality principles, and applies improvement methods. Resolves standard problems in designated area.	Models a resourceful and adaptable approach. Applies creative and well developed problem solving skills and resources, typically within a defined area and following precedents. Identifies requirements for improvement. Applies organisation quality improvement processes. Recognises the potential impact of solutions on other areas and externally. Participates in the resolution of complex problems.	Fosters innovation in the team and organisation. Develops and implements creative new service models. Sets up and coordinates working parties or teams on operational issues/problems/opportunities. Ensures organisation compatibility of solutions. Conducts/supports investigation of specific current and emerging trends and applicability to strategic organisation requirements. Manages resource allocation and prioritisation of significant changes to organisation requirements.
Experience / Qualifications	A relevant tertiary qualification and/or equivalent knowledge and experience, or 4 year degree with little experience. Where required for practice, registration with professional body maintained. Undertakes regular professional development.	A relevant tertiary qualification and/or equivalent experience. Where required for practice, registration with professional body maintained. Demonstrates knowledge and skills equivalent to discipline specific competencies for this level. Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.	A relevant tertiary qualification plus significant and substantial experience in a discipline. May have post graduate qualifications in a related specialist area. Good knowledge of discipline standards required by legislation and professional bodies.	A relevant tertiary qualification, usually post-graduate, in a related specialist area. Broad understanding of the organisation and sector, professional practices and the internal/external environment.

The Framework columns build on the previous column, and the higher job levels encompass the requirements of job levels to the left.

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NDS DISABILITY CAREER PLANNER AND CAPABILITY FRAMEWORK – SPECIALIST AND PROFESSIONAL SERVICES JOB FAMILY

Functional Requirements	Level 7	Level 8	Level 9	Level 10	Level 11
Person Centred Knowledge & Application	Develops understanding of the principles and applies knowledge of: the range of individual choices, goals and aspirations; the process of collaborating with individuals to identify these; the process of developing plans which involve multiple services and networks of support. Initiates person centred tools and processes for use by self and/or team. Identifies areas of policy and practice to facilitate person centred approaches. May assist with the implementation and review of person centred tools within service offerings.	Understands and applies knowledge of the range of individual choices, goals and aspirations. Understands the principles and processes of collaborating with individuals to identify these and of developing plans which involve multiple services and support networks. Initiates straightforward use of person centred tools and processes. Identifies areas of policy and practice to facilitate person centred approaches. May coordinate planning processes. May oversee the straightforward implementation and review of person centred tools within the service offerings.	Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches. Using thorough and advanced knowledge and understanding of the principles of person centred approaches, develops and implements support, training and service offerings for an individual based on their choices, goals and aspirations. Initiates more complex person centred tools and processes. May undertake planning and make recommendations regarding process improvements.	Identifies and acts on opportunities for improvement of policies and practices to reflect and enhance person centred approaches. Using specialist/advanced professional understanding of the principles of person centred approaches, develops recommendations and implements solutions on the more complex and sensitive issues. Identifies resource needs and assesses approaches for obtaining person centred resources and expertise. Provides advanced practice level advice and assistance on person centred practices.	Ensures the identification and actioning of opportunities for continuous improvement of policies and practices to embody person centred principles and approaches. Ensures development of person centred tools and oversees implementation. Ensures regular communication and training for staff in the application of person centred principles and approaches. Identifies and obtains resource needs to support person centred practices.
Service Delivery	Develops understanding and capacity to deliver straightforward disability support in areas including assessment, direct intervention, behavioural support, counselling, case management and coordination. Communicates with other professional staff. Takes account of health and well being issues in the delivery of services. Assists with the delivery of more complex disability support which can involve multiple service offerings/programs. With necessary guidance, refers a person appropriately and able to advocate for the person if required. May undertake fee for service work under supervision. Reflects on practice and performance; responds to feedback from more experienced staff. Participates in professional team meetings and supervision.	Delivers straightforward services using a professional understanding of specific areas of disability support including assessments, health and wellbeing issues, behavioural support, counselling, interventions and services offered. Advocates for the person as required. Able to communicate and work effectively with other professionals and disciplines and administrative staff. Assists senior professionals with the undertaking of assessments, providing therapy and interventions, case management and coordination. Recommends referrals. Undertakes straightforward fee for service work. Reflects on practice and performance; recognises limits of professional competence and seeks guidance and advice as appropriate. Participates in professional team meetings and supervision.	Delivers services using an in depth knowledge of several disability support areas. Has an explicit knowledge of a number of direct assessment, therapy and intervention techniques and/or service coordination areas. Has an understanding of health and wellbeing issues; collaborates with other disciplines. Draws on a number of methodologies and techniques. Deals with standard professional issues with relevant stakeholders. Handles more complex matters. Manages standard referral issues. Undertakes and/or oversees fee for service work. Models reflective practice. Participates in and leads professional team meetings as necessary. Participates in and supports the professional practice supervision process.	Provides professional services in circumstances requiring effective coordination of complex issues. Is consulted by other professionals on complex matters. Provides specialist advice and training on a range of relevant professional methodologies and other techniques requiring advanced practice. Undertakes formal professional practice supervision, including for off-site team members. Provides day-to-day professional advice and assistance and collaborates with professionals in other disciplines as required. Deals with complex technical/professional issues with relevant organisations. May coordinate or undertake the more complex fee for service work. Manages less common and/or more complex referral issues. Ensures complaint mechanisms are understood by staff and accessible for people, their families and advocates.	Ensures disability service offerings and professional practice are monitored and evaluated and improvements to disability support and service offerings are implemented. Identifies improvements that are consistent with research, policies and strategic direction. Identifies and recommends solutions to significant needs being identified by other professionals or disciplines. Writes and presents outcomes and/or information on specific areas of experience or research. Ensures complaint mechanisms and referral systems and procedures are in place. May provide some direct services.
Service Outcomes, Development & Evaluation	Learns to assess the effectiveness of service offerings and progress with goals in a person's plan. Learns to utilise specific tools to measure progress and to adjust support provided to the person. Assists senior staff with the planning, development and evaluation of service offerings. Under guidance will utilise service development and evaluation methods and estimate and review service components.	Undertakes straightforward assessments of the individual outcomes gained and the effectiveness of service offerings. Uses measurement techniques to determine progress with goals in a person's plan. Utilises specific tools and makes adjustments to support provided. Undertakes the planning, development and evaluation of straightforward service offerings. Works under general professional direction in relation to service development, review and evaluation projects involving standard methods and requirements. Able to provide support to higher level service managers and project staff.	Utilises a range of standard effectiveness measures and tools to assess individual and service outcomes and progress with a person's goals. Undertakes the development, review and evaluation of service offerings for small services. Utilises the full range of standard planning, implementation and review methods and procedures. Assists less experienced team members. Consults with staff and external bodies on issues associated with the success of services and programs. Assists with the planning and evaluation for segments of major/complex services.	Evaluates specified individual, project and service outcomes and makes recommendations regarding service offerings and improvements. Implements complex service development and evaluation projects that are clearly defined. Undertakes complex development and evaluation activities. Monitors progress to ensure delivery agreements are met. May lead a small service development or evaluation project team of professional staff involved in advanced work. Trains and develops staff. Assists with planning, implementation and evaluation of major service development projects.	Ensures effective service outcome evaluation and service development and that delivery agreements are met. Sets objectives and develops budgets, plans and schedules and outcome evaluation methods for new or revised service offerings. Monitors progress and takes corrective action. Plans and implements relevant staff training and development to support delivery. Advises on/reviews the feasibility of disability service offerings/supports. Assists senior management with strategic service development and evaluation projects. May lead a major/strategic service development or review project or area, or multiple smaller projects or areas.
Participation & Inclusion	Develops the capacity to work with a person and their family in life learning areas, e.g. accommodation, equipment, family support, recreation, employment and education to achieve integration and participation and inclusion goals. Communicates with the person to ensure that progress towards individual goals is regularly discussed and acted on. Develops the capability to act on feedback, and arrange and adjust service offerings based on a person's goals and aspirations.	Works with a person with a disability to increase participation and inclusion, based on individual goals and choices. Able to facilitate integration through straightforward service offerings, based on individual needs and goals, in life learning areas; e.g. accommodation, equipment, family support, recreation, employment and education. Utilises relationships to achieve access and address barriers to participation. Communicates with the person to ensure that progress towards individual goals is regularly reviewed. Acts on feedback. Supports people with problem solving and decision making.	In close cooperation with a person, arranges the more complex support and services to meet participation and inclusion goals. Facilitates integration and life learning areas, e.g. access to equipment, family support, employment, education and other areas. Utilises and develops relationships to achieve access and address barriers to participation. Supports individuals with problem solving and decision making and assessing progress. Maintains regular communication and contact to ensure that their progress towards goals and aspirations is regularly reviewed. Acts on feedback.	Based on a person's goals and aspirations, arranges very complex participation and inclusion support and services, in close cooperation with other service professionals. Establishes and utilises relationships to achieve access and integration, and addresses barriers to participation. Develops and implements complex life learning support, services and training based on individual goals and choices. Maintains regular communication with families, carers and service providers. Supports individuals with problem solving and decision making and assessing progress.	Develops and implements very complex community participation and inclusion support services, including life learning services, for people with a disability, based on dynamic support relationships aligned with an individual's goals and choices. Identifies and establishes the necessary service and community relationships to enable successful integration. Addresses and influences change regarding systemic barriers. Provides expert level direction to other professional staff on a range of areas within the area of service/s. Provides expert level advice and assistance in respect to changes to services.
Community Engagement & Education	Develops capabilities and assists in the implementation of community knowledge sharing, training and coaching activities and plans. Assists in identifying and assessing needs. Assists in developing and maintaining networks of community organisations and volunteers.	Under guidance, implements local community knowledge sharing, training and coaching activities and plans. Participates in needs analyses. Develops recommendations to build community engagement and capacity. Maintains and assists in developing networks with other agencies, volunteer groups and community organisations.	Develops & implements community knowledge sharing, training and coaching activities and plans at local/regional level. Undertakes community needs analyses. Develops & maintains networks. Consults with senior professionals on factors associated with the success of plans to develop community engagement and capacity. Educates and actively promotes opportunities to prospective groups, businesses or agencies.	Arranges and coordinates effective community engagement and education programs, including appropriate needs analyses. Implements local/regional level private & government partnerships and capacity building programs. Maintains & evaluates effectiveness of partnerships. Maintains relationships with government agencies, community organisations, media, and support groups or businesses.	Identifies opportunities & frameworks for implementation of community engagement and education programs through local/regional level private & government partnerships. Coordinates implementation, maintenance & evaluation of effectiveness of partnerships, community engagement programs, community capacity building initiatives. Utilises advocacy/campaign skills. Develops new networks to support strategic initiatives.
Reporting, Documentation & Administration	Carries out allocated reporting, documentation and administration tasks, including service records and billing. Learns documentation requirements and to write reports on assessment or progress. Prepares case notes and plans. Effectively uses technology; captures necessary data. Ensures preparation for meetings.	Carries out reporting, documentation and administration tasks including service records and billing. Prepares straightforward direct service reports. Maintains case notes, plans and required documentation. Effectively uses technology. Extracts service data from multiple sources, and assembles into standard formats for analysis. Identifies trends and reports on variances from expected practices.	Undertakes reporting, documentation and administrative responsibilities efficiently. Maintains case notes, plans and required documentation. Prepares reports, written assessments and standard medico-legal reports. Checks for inconsistencies in data. Identifies and reports variances from expected practices, takes corrective action. Prepares service level targets and budgets for recommendation.	Ensures reporting, documentation and administrative matters are efficiently dealt with. Maintains case notes and plans. Prepares complex reports using specialist/ advanced professional skills and experience. Analyses operational and financial information relevant to determining trends and consequences, providing interpretation of causes meaningful to senior managers, and outlining needed actions. Ensures service levels and budgets are prepared, monitored and corrective action taken where necessary.	Ensures reporting, documentation and administrative tasks, including billing and service records, are handled appropriately across the portfolio of services/programs. Makes use of available technology and systems and implements new systems. Advises managers and professionals on the preparation and use of reports, case documentation and other administrative requirements. Ensures the preparation of service level targets and budgets for recommendation.

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