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## **ATSS Assistant Manager Job Profile**

CHCDIS1C Orientation to disability work

Elements

Demonstrate commitment to quality services for people with disabilities

Support rights, interests and needs of people with disabilities

Respond to situations of risk or potential risk to people with disabilities

### **CHCDIS2C Maintain an environment designed to empower people with disabilities**

Elements

Work to enhance the independence and 'self-determination' of the person with a disability

Foster the independence of a person with a disability

Contribute to the development and review of policy and legislation related to disabilities and disability services

Recognise and accommodate the expressions of identity and sexuality of the person with a disability

### **CHCDIS5C Contribute to positive learning**

Elements

Assess the learning ability and needs of a person with a disability

Implement skills development plan

Utilise incidental learning opportunities to enhance skills development

### **CHCDIS6C Plan and implement community integration**

Elements

Support the person with a disability to engage with a social network and the broad community

Work with the person with a disability and their family in the community integration process

Assist in minimising isolation for people with disabilities

### **CHCDIS8B Support people with disabilities as workers**

Elements

Enhance people with disabilities safety at work

Monitor work performance

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### **CHCDIS16A Provide advanced behaviour support**

#### **Elements**

Demonstrates an understanding of the influence and purpose of behaviour

Assess problem behaviour.

Develop multi-element support plans to meet individual needs

Utilizes appropriate reactive strategies

### **CHCCOM1B Communicate with people accessing the services of the organisation**

#### **Elements**

Communicate with clients of the organisation appropriately

Present a positive image of the service to the public

### **CHCAD2C Support the interests, rights and needs of clients within duty of care requirements**

#### **Elements**

Provide support to client for the realisation of their interests, rights and needs within job roles and responsibilities

Support and safeguard the interests and rights of clients

### **CHCCOM3C Utilise specialist communication skills to build strong relationships**

#### **Elements**

Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships

Conduct effective communication with clients and staff

Contribute to the development of effective communication strategies

Represent the organisation to a range of groups

Apply specific communication techniques to assist in resolving conflict

Implement mechanisms that facilitate group discussions

### **CHCCS3B Coordinate the provision of services and programs**

#### **Elements**

Identify programs and service requirements to meet client needs

Develop and implement programs for meeting client needs

Review and monitor programs

### **CHCORG22A Contribute to service delivery strategy**

#### **Elements**

Carry out work activities according to organisational procedures

Contribute to implementation of service delivery

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## **SRXHRM001B Manage volunteers**

### **Elements**

Research and document needs for volunteer involvement  
Undertake volunteer recruitment  
Maximise volunteer retention  
Ensure a positive experience for volunteers

## **CHCCS301A Work within a legal and ethical framework**

### **Elements**

Demonstrate an understanding of legislation and common law relevant to work role  
Follow the organisation's policies and practices  
Work ethically  
Recognise and respond when the clients' rights and interests are not being protected

## **CHCCS402A Respond holistically to client issues**

### **Elements**

Evaluate the range of issues impacting on the client and on the delivery of appropriate services  
Determine the course of action to be followed  
Establish interpersonal relationship with the client that will enable all issues to be addressed  
Provide a brief intervention as required  
Respond appropriately to vulnerable people at risk  
Evaluate effectiveness of services provided to meet client needs

## **CHCORG28A Reflect and improve upon professional practice**

### **Elements**

Reflect upon own practice  
Ensure continuing self-support and supervision  
Operate within an agreed ethical code of practice/ethics

## **CHCORG5B Maintain an effective work environment**

### **Elements**

Work to achieve identified outcomes  
Establish and maintain appropriate work relationships  
Facilitate operation of the workgroup  
Review and develop own performance

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## **CHCORG11B Lead and develop others**

### **Elements**

Provide leadership, direction and guidance to the organisation  
Maximise own performance outcomes  
Manage effective work relationships  
Manage and improve the performance of individuals  
Support, participate and review group development  
Support and develop managers

## **CHCOHS302A Participate in safety procedures in direct care work**

### **Elements**

Identify manual handling hazards, assess related risk and follow risk minimisation procedures  
Identify and assess other routine hazards as well as follow procedures and strategies for risk control.  
Initiate suggestions to enhance task/job-specific safety and report non-routine problems.

## **HLTCSD5A Assist with client/patient movement**

### **Elements**

Prepare to assist with client movement  
Assist with client movement  
Complete assistance with client movement

## **HLTCSD8A Transport clients/patients**

### **Elements**

Prepare for transport  
Transport client  
Deliver client

## **HLTFA2A Apply advanced first aid**

### **Elements**

Assess the situation  
Manage the casualty  
Coordinate First Aid activities until arrival of medical assistance  
Communicate essential incident details

## **HLTFS7A Follow basic food safety practices**

### **Elements**

Maintain food safety while carrying out food handling activities  
Comply with personal hygiene standards

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## **HLTIN1A Comply with infection control policies and procedures**

### **Elements**

Collect, handle, store and manage clinical and other waste in accordance with organisational guidelines and waste management plans

Clean and disinfect equipment and surfaces

Maintain hygiene

Identify and responds to infection risks

## **CHCDIS4A Design procedures for support**

### **Elements**

Assess the person with a disability for personal support requirement

Design individual personal support procedures

Implement individual personal support procedures

## **CHCADMIN4B Manage the organisation's finances, accounts and resources**

### **Elements**

Implement budget processes

Establish and implement systems for financial management and reporting

Manage the use of funds

Develop and recommend funding options

Develop and Implement resourcing proposals to meet operational needs

Monitor resource usage and performance

Manage property, equipment and stores

## **CHCCS9A Provide support services to clients**

### **Elements**

Establish an appropriate working relationship with clients to assist them to identify their needs

Support clients to meet their needs

Promote preventative strategies

Review work with clients

Use self protection strategies as required

Refer clients

Provide specialist services to clients

## **CHCCOM4B Develop, implement and promote effective communication techniques**

### **Elements**

Contribute to the development of effective communication strategies

Represent the organisation to a range of groups

Facilitate group discussions

Produce quality written materials

Conduct interviews

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## **CHCORG7B Manage workplace issues**

### **Elements**

Manage staff planning and recruitment

Manage work allocation

Evaluate workgroup effectiveness

Implement disciplinary procedures

## **CHCORG29A Provide coaching and motivation**

### **Elements**

Prepare for on job coaching

Coach colleagues on the job

Follow up coaching