

## REQUIREMENTS OF OUR POSITIVE BEHAVIOUR SUPPORT PRACTITIONERS, COUNSELLORS & THERAPISTS

### PURPOSE

This document is to provide an overview on our Therapeutic Approaches as well as outline the expectations that we have of you as part of the CASoP Team.

### 1. INTRODUCTION TO CREATE A SENSE OF PLACE

At Create A Sense of Place, we do not want to be the biggest, we just want to be the best at what we do.

Our dream is for everybody to recognise their ability to create their own life. At Create A Sense of Place, we want everyone to live their life with purpose, to discover their own sense of place.

**Vision:** For people living with a disability to recognise and unleash their potential.

**Mission:** Encouraging people with a disability to build on their sense of belonging.

Our team are honest, reliable, knowledgeable, friendly, and we act with integrity. Working with us, you will feel safe in knowing that we are working for the people we serve.

### 2. OUR APPROACH TO POSITIVE BEHAVIOUR SUPPORT

Create A Sense of Place is proud to provide a human rights approach to Positive Behaviour Support. We understand that to see a change in perceived challenging behaviour, a person needs to feel safe and be able to communicate their needs.

When there are barriers to being able to communicate your wants, your needs, your choices, and being able to say 'no', this can lead to many overwhelming feelings such as anger, frustration, anxiety and stress.

Stress has a huge impact on all humans, with or without disability. But our bodies response to stress is very intelligent, and has helped us as humans, to survive. This response to stress may come out as a behaviour, which we see as a strength, a way that someone can communicate their needs that are being unmet. We will work with

this strength, and we use the stress cycle to help us address the reasons why people are in the orange/red zone and find strategies to try and bring them back down to the green zone.

### 3. MANAGING EXPECTATIONS

We are of the belief that when expectations are clear for everyone involved, it leaves less opportunity for dissatisfaction of service.

### 4. THE ROLE OF OUR POSITIVE BEHAVIOUR SUPPORT PRACTITIONERS

Your role includes:

- Read all relevant Policies and Procedures.
- Develop a Service Agreement with each person.
- Complete an Intake Form with each person which includes consent.
- Complete and Acknowledgment of Service Form after each session.
- Set clear expectations of your role and responsibilities to the people we serve.
- Set and keep firm and clear professional boundaries.
- Ensure people and providers understand that our service is not a Crisis service.
- Have an active voicemail and where possible, outline your workdays/times.
- Outline your days of work in your email tag.
- Communicate any personal leave that may impact service delivery to the people you serve and any of their relevant stakeholders.
- Provide regular updates on service provision where appropriate, keeping confidentiality and privacy in mind, and within the parameters of a person's funding.
- Keep up to date and accurate case notes of all the work you provide, and we claim for.
- Keep up to date contact/vital information for each person on CareMaster.
- Participate in regular professional supervision by an external supervisor.
- Face to face sessions with the people you serve.

- Undertaking Assessments.
- Collecting and collating data.
- Specialist Intervention.
- Developing the Positive Behaviour Support Plan individual to the person's needs.
- Implementing the Positive Behaviour Support Plan through Staff/Family Training.
- Writing progress reports for the NDIA in preparation for person's plan review.

## 5. CONFIDENTIALITY

It is of utmost importance that a person's confidentiality and right to privacy is always maintained.

All sessions directly with the person are bound by confidentiality unless:

1. If it is determined by the Practitioner that the person is a danger to himself/herself or to someone else.
2. The child or family discloses abuse, or the Practitioner has concerns regarding suspected child abuse. Then a Mandatory Report will be made to the relevant authorities.
3. There is a court order to disclose information or a request made through the Freedom of Information Act.
4. For purposes of Professional Supervision.
5. The person consents to share information discussed in a session.