

Position Description

Position title:	BrainBank Panellist
Department:	Synapse Services
Reports to:	Project Manager – Community Partnerships
Award:	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisory Responsibilities:	None

1.0 Our Organisational Vision and Mission

Vision – Rethink Brain Injury. Change society.

Mission – Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services, and systems.

Synapse has an expectation that all employees will behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

2.0 Position Purpose

The BrainBank Panellist supports individuals with brain injury through listening, and sharing insights, stories and experiences.

Lived experience enables the BrainBank Panellist to authentically support and encourage individuals with brain injury. While the BrainBank Panellist is not a formal peer-mentor, it shares many characteristics, and will offer similar benefits to Individuals with brain injury.

BrainBank Panellists may be invited to participate in online forums, pre-recorded interviews, panel discussions, and/or speaking engagements.

3.0 Duties and Responsibilities

- Build rapport with people affected by brain injury and their families, share experiences as relevant, answer questions, provide suggestions and link people to appropriate Synapse information and referral options (not external)
- Contribute to the development of resources and video content for the BrainBank Podcast Bank and Brain Injury Information Hub
- Participate in BrainBank evaluation activities

4.0 Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.

5.0 Professional Development

- Must ensure compliance with the annual mandatory training requirements relevant to the role
- Participate in continuing professional development activities relevant to the position and subject to line management approval
- Participate in induction and training activities specific to the role.

6.0 Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and co-ordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day-to-day basis, this includes:

- To the extent of the worker's control or influence over working conditions and methods, take reasonable care to work safely.
- Making sure that the work area is safe when leaving it.
- Make proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Follow agreed safe working practices and rules.
- Report all known hazards, accidents and incidents as soon as possible.

7.0 Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace free from bullying, discrimination and harassment
- Ensuring activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace.

8.0 Organisation Policies & Procedures

- Abide by all Synapse policies, procedures and the Synapse Code of Conduct

SYNAPSE

- Maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.

9.0 Qualifications and Experience

9.1. Essential

- Demonstrated knowledge of brain injury, an understanding of issues facing people with disabilities and working within the family and community context.
- Demonstrated commitment to the principles of social justice and equality for people with a disability or marginalised groups.
- Demonstrated high level ability to interact with people.
- Demonstrated experience with computerised word processing and database packages, preferably Microsoft Office including Word, Access and Outlook and the Internet.

9.2. Desirable

- High level of written and verbal communication skills.
- Ability to work independently and resolves issues with limited supervision.
- Ability to apply computing concepts

10.0 Compliance

- Criminal History Screening including a National Police Check, Working with Children check, or ability to obtain

11.0 Key Performance Indicators

KPI 1: Actively demonstrate Synapse's Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.

KPI 2: Ensure that service provision in the area of responsibility meets BrainBank project objectives and outcomes.

KPI 3: Report to supervisor on outcomes, trends, and learnings to inform Synapse development activities.

KPI 4: Availability for Panel appointments as agreed individually.

KPI 5: Availability for coaching and debrief sessions (minimum 1 hour per month).

12.0 Approvals & Acknowledgement

Position Description Approved by:

Line Manager name: _____
Signature: _____
Date: _____

Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

Employee name: _____
Signature: _____
Date: _____