













## C – Business Support Services Position Profile

<b>Role risk rating</b>	Low/Minor	Business support service positions are required to have Low physical fitness/ability, some work may require Medium physical exertion and effort to successfully carry out 10% of some tasks within some roles
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<b>Examples of physical requirements of the role</b> (But not limited to)		Medium Physical activity 10% per day	May include Standing, squatting, pushing, and pulling <5kg, walking, reaching, lifting, bending, gripping, sitting for up to 2 hours, neck flexion, bilateral shoulder flexion, frequent bilateral wrist, gross and fine finger grips	Tasks may include receiving orders, driving, delivering training or presentations, visiting sites, client engagement, working away from office environment, using office equipment
		Low Physical activity 90% per day	Standing, wrist flexion, pushing & pulling <5kg, sustained seated posture and lifting to 2kg, frequent verbalising	Tasks may include Taking and receiving calls on landlines and mobiles, working with PC or Laptop, attending internal or external meetings, writing, or typing notes
		Vision	Vision may be a physical requirement of the Business Support Service position role (Glasses, contact lenses are acceptable)	Reading notes and reports, writing, or typing notes, letters, or reports, may involve driving to other sites and locations
		Hearing	Hearing may be a requirement of the Business Support Service position role (Hearing aids / other aids are acceptable)	Taking / making calls and inquiries, communicating with others in the business to solve issues or reporting /presenting / facilitating

<b>Examples of Psychosocial elements of the role</b> (But not limited to)		Occasional 0-3% any day	May read or hear of distressing client or family situations or conflict, may deal with disgruntled workers or customers, may encounter conflict in the work-related environment
		Frequent 4-60% any day	Work requiring high level concentration in a variety of environments, resolution of complex problems. Working with client's behaviour of concern frequently (not all clients have constant behaviours of concern) Working with other service providers and vendors
		Constant 61-100% any day	May communicate with clients (various diagnoses and disabilities) and their families, efficient time management, develop cooperative working relationships with others, may interact with external customers or government departments, may deal with worker complaints and grievances, may receive work of a sensitive nature, may be required to manage environmental factors and work with a high degree of concentration and attention

<b>Examples of role requirements</b>		First Aid & CPR	Not normally required, however may require if delegated as a designated site first Aider
		Driver's licence (Or eligible and willing to obtain)	May be required in some roles Current full NSW driver's licence (includes green P plate licence holders) (Learner license holders must be eligible and willing to obtain their red P1 licence within 6 months and Green P2 when eligible) (International or interstate driver's license holders must be eligible and willing to obtain their NSW Licence within 3 months)
		Office hours	7.6 hours per day Monday – Friday
		Worker screening	Candidates will be required to undergo NDIS Worker screening check, Working with Children check, Police check. Candidates / workers may be required to undergo assessment of their fitness at any time where there is concern in relation to their ability to complete the inherent requirements of the role.

<b>Reasonable adjustment</b>		If you have an injury, ill health or a Disability, Cerebral Palsy Alliance is committed to making reasonable adjustments to the role where possible. Please discuss this with a Talent Acquisition representative
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