

Position Title:	Manger Investigations
Division:	Quality and Safeguarding
Direct Reports:	Senior Safeguarding Practitioners x 2 Safeguarding Practitioner

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective of Northcott Quality and Safeguarding division is to ensure that all services delivered to Northcott Customers by our staff support customer choice and control, empowering each individual and driving quality improvement.

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Northcott's Quality and Safeguarding division is responsible for compliance with the State and National Quality and Safeguarding Guidelines including provider registration and practice standards.

Key areas of focus include:

- Incident Management and Reportable Incidents
- Complaints management and resolution.
- Specialist Behaviour Support and Restricted Practices

Safeguarding, Training and Sexuality Services includes a portfolio with strong commitment to the protection of children, young people and adults and is responsible for ensuring the standardisation, implementation and delivery of best practice and quality outcomes for customers.

All support is conducted in a family/person centred way to enable the customer to live as independently as possible at home, in education or at work and in the community. Our teams provide timely and evidence based intervention and support focussed on building the skills and capacity of the individual and those around them.

KEY OBJECTIVE OF THE POSITION:

- Manage and conduct organisational investigations including critical incidents in consultation with key internal and external stakeholders
- To ensure the organisation complies with all legislative reporting obligations.
- To provide organisational leadership through mentoring investigation practices and promoting a culture of safeguarding and best practice in the prevention and response to abuse and neglect of customers.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

(List skills and knowledge required for this position. Include technical, operational and procedural knowledge, as well as any required management and communication capabilities)

- Carries a high level of autonomy in setting own priorities, and those of any employees supervised, in alignment with management
- A comprehensive understanding of contemporary issues in relation to all forms of abuse, assault and neglect regarding individuals with disability
- Clear understanding of legislation regarding vulnerable people including obligations and reporting to the NDIS Quality and Safeguard Commission and/or the NSW Ombudsman and police.
- Demonstrated high level written communication skills, including the ability to write timely, accurate and succinct reports, briefs and investigation plans.
- Excellent interpersonal skills with a demonstrated ability to effectively communicate with internal and external stakeholders at all levels.
- Comprehensive research gathering and analytical skills.
- Managing and conducting critical incident investigations
- Exceptional interview skills including interviewing individuals with disability
- Highly effective facilitation and meeting skills.
- Flexibility, time-management and the ability to respond to competing priorities.
- Understanding of the Joint Protocol to reduce the contact of people with disability in supported accommodation with the criminal justice system.
- Ability to work in small team.

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ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum six years experience working in a role that included a demonstration of the knowledge and application of legislation regarding vulnerable adults and children concerning abuse, assault and neglect.
- Tertiary qualifications and/or demonstrated equivalent industry or professional experience in relevant area
- An understanding of the NDIS Quality and Safeguarding Framework and the National Disability Insurance Scheme Act 2013;
- A passion for a capacity building and strengths based approach and customer rights.
- Experience working within a person centred and strengths based approach.
- Demonstrated ability to manage a diverse caseload in an efficient and effective manner.
- Ability to manage, and mentor others to conduct and lead critical incident investigations
- Confidence using new technologies.

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Key contact for any Royal Commissions in relation to abuse and neglect of individuals with disability.
- Northcott representative in relation to external enquiries around our framework in the area of Abuse and Neglect.

Relationship Building

- A contact for managers and external partners as needed regarding concerns and incidents relating to abuse and neglect of adult customers..
- Collaborates with other Northcott and external services to achieve program and organisational goals.
- Work closely with other Practice Manager Safeguarding and Safeguarding Practitioners to ensure consistence of practice across the organisation

Problem Solving

- As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.
- Organisational strategic oversight of abuse and neglect responses in collaboration with relevant staff and managers.
- Tougher investigation of incidents, research and analysis as required.
- Effective analysis and management of enquiries re safeguarding concerns.

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Leadership

- Provide thorough advice and recommendations to management following the investigation, analysis and assessment of allegations, including providing input into changes to procedure and/or policy that address potential systemic issues and themes identified as a result of the investigations.
- Drives organisational continuous improvement.
- Ensure that investigation reports recognise the communication and support needs of people with disability, and where relevant to the investigation, that people with disability are included and supported to participate
- Develops and suggests new processes or improvements.
- Generates workable solutions to problems.

Financial Impact

- No oversight of budget. Adherence to spending within team budget.

Time Impact

- Completes allocated tasks within the appropriate timeframe and meets deadlines.
- Prioritises duties/ responsibilities in a manner consistent with service and organisational objectives.
- Ensures reporting data is entered and on target each quarter

Other

DUTIES

The typical duties of this position include:

- Regular reporting and updates to management and development of board reporting as required.
- Lead and oversee the investigation process including mentoring key staff involved in investigations.
- Provide coaching, mentoring and guidance to others and contribute to a learning culture where expertise can be appropriately shared.
- Undertake the end to end investigation process, analysis and assessment of incidents as required.
- Work within statutory and legislative requirements and policies to determine the appropriate course of action for investigations.
- Ensure processes, including interviews (interviewing of children and young people, employees, other adults and/or relevant professionals), are conducted in a thorough, ethical and professional manner.
- Undertake research, review and analysis of incidents to identify issues and trends that may require referral to other business areas for appropriate action.
- Manage the collection, security and handling of evidential material and confidential information gathered during investigations and other compliance activities
- Develop and promote organisational safeguarding best practices
- Ensure the timely development of investigation plans and regular reporting on progress in completed.
- Ensure appropriate, consistent and timely reporting of concerns or allegations of any form of abuse or neglect to appropriate internal/external authorities.
- Manage internal investigations where appropriate to advise of course of action required
- Keep up-to-date with relevant developments in the disability services sector and to maintain and develop professional knowledge and skills.
- Review policies and procedures relevant to adult abuse and neglect

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- Keep informed on changes to legislation regarding adult abuse and neglect
- Review Riskman entries relating to child protection and abuse and neglect including follow up
- Monitor and report on trends
- Compile monthly and quarterly Quality and Safeguards reports.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.

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