

Position Title:	Safeguarding Practitioner
Division:	Quality and Safeguarding
Direct Reports:	Nil

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.

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 .

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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:

- To support the organisational through 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)

- An understanding of contemporary issues in relation to all forms of abuse, assault and neglect regarding individuals with disability
- Knowledge of legislation regarding vulnerable people including obligations and reporting to the NDIS Quality and Safeguard Commission and/or the NSW Ombudsman.
- Competent 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.
- Research gathering and analytical skills.
- To effectively support the implementation of investigations using clear interview skills.
- 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.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Minimum two 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 qualification relevant to the role
- A passion for a capacity building and strengths based approach and customer rights.

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- 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 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 Northcott in relation to NSW Ombudsman, NDIS Quality and Safeguards Commission and A.C.T. Ombudsman for Adult matters.
- Northcott representative in relation to external enquiries around our framework for adults in the area of Abuse and Neglect.
- Key contact for the NSW Ombudsman in relation to the Joint Protocol to reduce the contact of people with disability in supported accommodation with the criminal justice system.

Relationship Building

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

Problem Solving

- Oversight of abuse and neglect responses in collaboration with relevant staff and managers.
- Supporting Investigation of incidents, research and analysis as required.
- Effective analysis and management of enquiries re safeguarding concerns.

Leadership

- Acts as a mentor to Safeguarding and Response Team members
- Supports continuous improvement.
- Recognises the need for ideas and efforts which consistently improve how well our services and products are delivered with in a safeguarding framework.
- Suggests new processes or improvements.
- Generates workable solutions to problems.

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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:

- To act on and be a mentor to the Safeguarding and Response Team.
- Promote safeguarding best practices
- Support the organisation in ensuring an appropriate and timely response to all concerns or allegations of any form of abuse or neglect
- Ensure appropriate, consistent and timely reporting of concerns or allegations of any form of abuse or neglect to appropriate internal/external authorities.
- Support internal investigations where appropriate to advise of course of action required
- Ensure appropriate and timely reporting as required to manager
- Keep up-to-date with relevant developments in the disability services sector and to maintain and develop professional knowledge and skills.
- Support the review policies and procedures relevant to adult abuse and neglect
- Keep informed on changes to legislation regarding adult abuse and neglect
- Monitor and report on incidents where police have been called in relation to customers.
- Manage and keep up to date data base for the joint protocol to reduce the contact of people with disability in supported accommodation with the criminal justice system
- Complete NDIS Quality and Safeguards Commission notifications when a reportable incident occurs within the organisation
- Review Riskman entries relating to child protection and abuse and neglect including follow up
- Monitor and report on trends
- Contribute to the 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

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Please forward a signed copy to Human Resources.

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