

Position Title:	Registered Nurse (RN)
Service:	Supported Living
Reporting to:	Residential Unit Nurse Manager (RUNM)
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:

Deliver quality customer nursing and support services consistent with the Disability Service Act 1993. Adhere to Northcott policies and procedures for working with customers with a disability.

KEY OBJECTIVE OF THE POSITION:

Deliver services are in line with current support service philosophy which promotes improvement in quality of life and fosters independence for people with disability who have a range of functional abilities and complex needs.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Commitment to achieving valuable outcomes for people with disability
- Commitment to equality and anti-discrimination
- Commitment to a person centred work ethic
- Ability to establish effective and professional working relationships with customers
- Highly developed communication, problem solving and organisational skills
- Ability to motivate and encourage customers in all activities
- Understanding of customer's specific health needs
- Ability to implement and adapt the delivery of services in a complex and changing environment transitioning to contemporary accommodation and support models

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications or equivalent including holding a current Registered Nurse (RN)
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- NSW Working with Children Check
- National Police History Check
- Current driver's licence
- Knowledge of the NSW Disability Standards
- Knowledge of WH&S principles including safe manual handling procedures

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focused

- Demonstrates service orientation: Guides others in the provision of quality customer service and service excellence methods from a customer perspective
- Demonstrates responsiveness: Keeps customers informed of progress and developments.

Culturally Aware

- Is culturally aware: Demonstrates commitment, sensitivity and responsiveness to individuals and manages differences in an effective, equitable and consistent way

Works as a team

- Demonstrates commitment to the team: Promotes teamwork and achievement of common purpose and encourages staff to share information and ideas with others.
- Treats others fairly and equitably: Contributes to fairness and equity by identifying problems and suggesting solutions.
- Resolves conflict: Actively deals with conflict and mentors others to ensure a timely and pragmatic resolution.

Takes ownership

- Plans and organises: Determines priorities and schedules for others to achieve work objectives and monitors own and/or team performance.
- Initiates change: Seeks to motivate others to support change and utilises an understanding of external trends to provide suggestions for improvements in organisational processes and procedures.
- Understands operational environment: Uses understanding of the operational environment to organise the work of others and suggest improvements to support decision making.

- Acts proactively: Acts on gaps and opportunities identified and responds quickly in a crisis.
- Acts with integrity: Understands professional and ethical responsibilities and responds positively and persuasively to unprofessional or unethical behaviour.

Builds strategic partnerships

- Understands Government structure and key stakeholders: Understands the structures and decision influencers in the organisation, government, and the wider community.
- Builds relationships and networks: Listens to and appreciates the views and needs of partners and regularly looks for ways to keep in touch and collaborate.

Customer Engagement

- Understands customer needs: Interprets changes in customer's needs and plans effectively for their delivery.
- Ensures quality service delivery: Builds strong customer relationships resulting from advanced service provision and understanding of customer needs
- Resolves issues: Identifies and resolves conflicts and communicates with all parties throughout the process.
- Strives for continuous improvement: Strives to continually improve the level of service provided to customers and encourages team members to look for service improvement opportunities.
- Demonstrates professional empathy: Interacts and responds to others in a personable manner and balances individual with organisational needs.

Communication

- Utilises written communication effectively: Produces a range of complex business correspondence and reports presenting clear, factual and pertinent information based on knowledge, research and analysis.
- Communicates verbally: Provides appropriately tailored and clear explanations to a range of groups, in an effective and confident manner.
- Influences and negotiates: Uses logical persuasion to negotiate timelines for delivery of goods or services.

Technology

- Uses technology: Uses computer hardware and windows based software applications at an intermediate level.
- Harnesses technology: Appropriately uses computer applications and business equipment relevant to own job.

Technical/ Professional leadership

- Knows role and organisation: Demonstrates an understanding of the policies and procedures required to ensure efficient delivery.
- Technical/occupational/professional knowledge: Displays in-depth knowledge and expertise in the relevant work area.
- Develops and maintains capabilities: Continuously builds knowledge, keeping up-to-date on professional/technical or procedural aspects of the job.
- Applies technical/professional expertise: Applies technical, occupational or professional skills and expertise to achieve work objectives and identify developments to improve organisational performance or customer services.

Analytical thinking and problem solving

- Undertakes analysis: Draws logical conclusions based on assessment of information available.
- Solves problems: Develops operational responses to recurring issues based on expertise, and accurate appraisal of facts, causes, assumptions, and different points of view.
- Demonstrates a systems perspective: Possesses an acute understanding of systems for the work unit and implements changes to improve efficiency beyond the immediate area.
- Uses initiative and innovation: Anticipates and takes action to create opportunities or avoid future crisis.
- Thinks strategically: Aligns own work to support local objectives and contributes to changes in local work practices to support this.

DUTIES /RESPONSIBILITIES

1. Assist in coordinating customer and clinical services.
2. Provide sustainable, equitable and accessible services to address local demand within resources, policy and guidelines.
3. Ensure that day to day administrative processes are operating effectively and providing effective feedback to the Residential Unit Nurse Manager on service provision.
4. Coordinate and review person centred support services consistent with individual / lifestyle plans; monitors and coaches nursing staff with the implementation the plans goals, expected service standards and associated complex customer matters.
5. Provide staff with feedback, advice, coaching, training and support and agree on actions to improve performance, to enable them to maximise performance and meet budget targets.
6. Build working relationships with Large Residential Centres/Specialist Supported Living nursing staff, local community partnerships (including families and carers) and with other stakeholders both within and external to Northcott.
7. Promote a commitment to employment equity and diversity, WHS, risk management and ethical practices.
8. Ensure the systematic approach to implementation of new/revised policy and process through staff briefings, training, monitoring, process and protocol development, records management and stakeholder communication.
9. Respond to emerging and unplanned needs while managing stakeholder expectations and within available resources

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.