

<b>Position Title:</b>	Enrolled Endorsed Nurse (EN)
<b>Service:</b>	Supported Living
<b>Reporting to:</b>	Residential Unit Nurse Manager (RUNM)
<b>Direct Reports:</b>	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:

Provide services 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 complex health needs.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications or equivalent holding a current Medication Endorsed Enrolled Nurse (EEN)
- Registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- NSW Working with Children Check
- National Police Check
- 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: Seeks to understand customer expectations and priorities in order to provide a quality customer service.
- Demonstrates Responsiveness: Strives to meet agreed timelines and deliver on promises.

#### Culturally Aware

- Treats people with respect and courtesy and receptive to the positive contribution others can make.

#### Works as a team

- Demonstrates Commitment to the Team: Works cooperatively within team and exchanges information to contribute to the coordination of work between areas.
- Treats others Fairly and Equitably: Applies fairness and equity related processes and procedures to work activities to ensure compliance.
- Resolves Conflict: Takes a problem solving approach to conflict situations.

#### Takes ownership

- Plans and Organises: Plans and priorities own work program to achieve defined targets.
- Initiates Change: Shows initiative in suggesting changes and improvements and encourages others to do the same.
- Understands Operational Environment: Seeks and applies workplace policies and practices to work activities (notably OH&S procedures and guidelines).
- Acts Proactively: Takes action to overcome current issues, problems, obstacles and barriers to success
- Acts with integrity: Treats all stakeholders, customers and colleagues positively, without bias or preference and acts in the best interests of the organisation.

### **Builds strategic partnerships**

- Understands Government Structure and Key Stakeholders: Understands the organisations and government structure, and the wider community.
- Builds Relationships and Networks: Initiates and participates in activities or outings to improve or develop relationships with internal or external stakeholders.

### **Customer Engagement**

- Interprets customer needs and is sensitive to the differences in the needs of individuals.
- Understands the level of service required of their area and ensures that quality procedures are followed in providing services.
- Models appropriate and effective behaviour when in conflict situations.
- Strives for continuous improvement
- Appropriate sensitivity and interpersonal skill to manage interactions and effectively advocate for customer outcomes.

### **Communication**

- Uses Written Communication Effectively: Produces a range of standard written documents, providing clear information and using language appropriate to the audience.
- Communicates Verbally: Listens and relays information clearly to others.
- Influences and Negotiates: Engages customers and colleagues and reaches agreement on services or work outcomes.

### **Technology**

- Uses computer hardware and windows based software applications at a basic level.
- Appropriately uses computer applications and business equipment relevant to own job.

### **Technical/ Professional leadership**

- Knows Role and Organisation: Demonstrates an understanding of their role in the context of their area and department.
- Technical/Occupational/Professional Expertise: Displays sound knowledge of professional knowledge relevant to the role sufficient to meet performance standards.
- Develops and Maintains Capabilities: Willing to learn and take up new learning opportunities.
- Applies Technical/Professional Expertise: Follows detailed procedures and understands and interprets instructions.

## **DUTIES /RESPONSIBILITIES**

The typical duties of this position include:

1. Deliver person centred support services consistent with individual / lifestyle plans and willingness to seek out and obtain advice from more experienced staff on complex customer matters.
2. Complete required administration effectively for records management and provides effective feedback to manager
3. Ensure a high standard of service provision utilising quality assurance and continuous improvement principles.
4. Work and cooperate within a team to ensure consistent service delivery.
5. Undertake a commitment to employment equity and diversity, WHS, risk management and ethical practices.
6. Deliver appropriate health care procedures and medication administration as accredited.

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7. Build working relationships with staff, local community partnerships (including families and carers) and with other stakeholders both within and external to Northcott.
  8. Ensure the systematic approach to implementation of new/revised policy and process through participating in staff briefings and undertaking training where required.
  9. At times to provide advice and assistance to support staff including casual staff on some shifts.

**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.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**