

Position Title:	Assistant in Nursing (AIN)
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:

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 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

- Current First Aid Certificate
- Certificate III in Aged Care
- NSW Working with Children Check
- National Police Check
- Australian Driver's Licence
- Knowledge of the NSW Disability Standards
- Knowledge of WHS principles including safe manual handling procedures

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focused

- Demonstrates Service Orientation: Demonstrates an awareness of who the internal and external customers are, and the type and level of service required
- Demonstrates Responsiveness: Strives to meet agreed timelines and deliver on promises.

Culturally Aware

- Is 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: Understands the need for teamwork and participates with other team members to attain expected work outcomes.
- Treats others Fairly and Equitably: Performs work activities consistent with equity related processes and procedures.
- Resolves Conflict: Maintains a calm professional approach in conflict situations and refers to a supervisor where appropriate.

Takes ownership

- Plans and Organises: Organises own work and monitors progress according to work unit expectations, routines and procedures.
- Initiates Change: Supports change management initiatives in the workplace.
- Understands Operational Environment: Seeks and applies workplace policies and practices to work activities (notably WHS procedures and guidelines).
- Acts Proactively: Recognises and acts upon current opportunities and actively seeks out information to solve problems.

- Acts with integrity: Demonstrates openness and honesty in dealing with other.

Builds strategic partnerships

- Understands Government Structure and Key Stakeholders: Understands the organisations and government structure, and their wider community.
- Builds Relationships and Networks: Develops interactive relationships with colleagues to exchange ideas and achieve work goals.

Customer Engagement

- Understands Customer's Needs: Provides prompt and courteous customer services that meet customer needs and the level of service required.
- Ensures Quality Service Delivery: Understands the level of service required of their role and follows established procedures and guidelines for customer service.
- Resolves Issues: Models appropriate and effective behaviour when in conflict situations.
- Strives for Continuous Improvement: Commitment to the delivery of quality services.
- Demonstrates Professional Empathy: Applies awareness of the needs of both colleagues and customers in undertaking job role.

Communication

- Uses Written Communication Effectively: Creates basic documents using clear, concise and grammatically correct language.
- Communicates Verbally: Listens and relays information clearly to others.
- Presents 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 Technology: Uses computer hardware and windows based software applications at a basic level.
- Harnesses technology: Appropriately uses computer applications and business equipment relevant to own job.

Technical/ Professional leadership

- Knows Role and Organisation: Understands and utilises work instructions, procedures and documentation in own area to meet expected standards.
- Technical/Occupational/Professional Knowledge: Understands and utilises work instructions, procedures and documentation in own area to meet expected 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

1. Deliver 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.
2. 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.
3. Complete required administration effectively for records management.

4. Ensure an effective standard of service provision utilising quality assurance and continuous improvement principles.
5. Work and cooperate within a team to ensure consistent service delivery.
6. Undertake a commitment to employment equity and diversity, work health and safety (WHS), risk management and ethical practices.
7. Build working relationships with nursing 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.

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.