

Position Description

Position Title	Team Leader/Registered Nurse; Disability Services
Position Reports to	Executive Manager Accommodation Services
Position Leads	Residential Support Workers
Location	Ballarat SIL and SDA Properties.
Employment Type	Full time, Nurses Award. Registered Nurse, Level 3, RN Grade 3
Last Updated	December 2022

Why are we here?

Purpose: We partner with our customers to create their best life

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

McCallum Disability Services provides permanent Specialist Disability Accommodation and Support Independent Living Supports for people with disabilities in Ballarat and St Arnaud.

Our homes are purpose built to create a safe and comfortable place for people to live. It is the person's home and they are supported by staff to make informed choices and decisions around all areas of their life. They are supported to be as independent as possible and to be part of their community.

As Team leader working across two houses, you will provide a high standard of clinical care whilst managing and supervising support workers. You will implement, assess, design, monitor and review the planning process for people living in our homes within a timely manner. Plans are whole-life-dreams; they are instructions to support workers and they are the person's wishes. They are communication tool to family, friends and the community. There is no one way for a plan to be done. The person owns and drives their plan. Staff will facilitate the plan but will not control the plan nor dictate the outcome. Their plan will give people choices and encourage independence, to support them to be part of the community and look at all services and supports.

A number of our residents require High Intensity Support Services. As a Registered Nurse you will also be professionally responsible for providing clinical leadership and direct nursing care and support designed to ensure that the specialist health and clinical needs of identified residents, across all our accommodation settings, are met in a way that reflects their individual needs and is delivered in a respectful and dignified manner.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Create a safe and comfortable place for people to live and call home. • Work with participants, their carer's and families, and other stakeholders to develop strategies to address the identified needs of the person supported. • Ensure our participants are supported by staff to make informed choices and decisions around all areas of their life, enabling independence and community participation. • Implement, assess, design, monitor and review the NDIS planning process for participants using our accommodation services in a timely manner. • Enable the delivery of our participant's goals and dreams. • Facilitate staff to deliver our participant's plan. • Ensure person-centred support and care. • Implement and report on positive behaviour support strategies and plans. • Timely and accurate Incident Reporting and Investigation within NDIS Quality and Safeguards Standards. • Timely and accurate Restrictive Interventions reporting within the NDIS Quality and Safeguards Standards. • Ensure our participants have appropriate personal care and grooming. • Ensure our participants have appropriate whole of life support including but not limited to medical, nutrition, health and wellbeing. • Be aware and sensitive to the needs of people who are from Aboriginal or culturally and linguistically diverse backgrounds and assist with their integration into the service. • Coordinate maintenance of the residence you are responsible for and oversee capital expenditure and building works. • Coordinate and oversee operating expenditure for the residence you are responsible for. • Participate in the on call roster as determined by the Executive Manager Accommodation Services. • Provide physical assistance as required. This may include assistance with all areas of personal care including feeding, toileting, bathing and grooming as well as transfer/ hoisting between toilet, wheelchair, motor vehicle etc. • Follow McCallum's Positive Behaviour Support Protocols and report on any observations to Accommodation management regarding adherence to these practices in residential support teams. Coach team members in correct practice as required.

<p>Customer Experience and Quality</p>	<ul style="list-style-type: none"> • Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled. • In conjunction with the Customer Experience Team, coordinate the annual plan-review meeting and contribute the Accommodation perspective. • Implement the McCallum outcome framework and customer experience reporting for your residents. • Seek and report on customer feedback, escalating serious complaints to the Accommodation Services Manager. • Ensure compliance with regulatory framework including but not limited to NDIS Act, Disability Service Standards, Victorian Charter of Human Rights and Responsibilities Act, UN Convention of the Rights of Persons with Disabilities. • Attend meetings, workshops, conferences and training as required. • Champion our Quality Management System. When working in our homes, coach disability support staff and ensure compliance with our policies, procedures and quality standards. • As requested, support the preparation for NDIS Quality Audits with respect to high intensity and specialist disability supports. • Ensure timely and accurate Incident Reporting. • As requested support Accommodation Management with incident investigations, providing clinical insights. • Ensure effective record keeping and that all administration and documentation is kept up to date including within the Service Record System (SRS) and staff related matters.
<p>Leadership and Employee Experience</p>	<ul style="list-style-type: none"> • Mentor and develop staff to problem-solve and make agile decisions at the best interest of our participants. • Promote positive and safe work culture within the team, manage team and individual conflicts as they arise and escalate when necessary. • Identify and resolve and OHS hazards and incidents in a timely manner in alignment with the policy. • Lead support workers and develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Ensure optimal rostering of support workers at the residences, ensuring equitable access to shifts and compliance with industrial relations. • Identify learning and development opportunities for staff and manage their performance through effective goal-setting and performance appraisals. • Champion McCallum’s Code of Conduct and values, acting in accordance with our policies and procedures at all times. • Participate in policy development and continuous quality improvement activities.

<p>Professional Practice</p>	<ul style="list-style-type: none">• Undertake client assessments, monitor clients' care needs, evaluate care plans and provide treatment as required.• Provide excellent, person-centred resident care in relation to specialised nursing needs (i.e. management of diabetes, wounds, infections, pain and medications) and team leadership.• Promote improvement in quality of life and foster independence for people with disability through person-centred, holistic and effective care.• Provide nursing care that is customer focussed and empowers the customer to make decisions about individual on-going health care.• Provide clinical nursing care; including but not limited to, health assessments, development of health and high intensity support plans, performing procedures in accordance with the health support plans, organisational policy and scope of own practice as a registered nurse.• Provide ongoing complex clinical expertise and assessment to ensure customers with disabilities and requiring assistance with complex health needs are supported in a way that reflects their individual needs and in accordance with best practice.• Monitor and support severe dysphagia management and swallowing difficulties, and refer to Manager for arrangement of therapies as required.• Monitor and support enteral feeding and management, including, stoma care.• Assess continence and bowel needs of residents and implement recognised management strategies, including monitoring and supporting care of catheters and administering bowel regimes.• Deliver proactive pressure care and wound management support for residents.• Ensure documentation, communication and consistent effective support and management of health issues including but not limited to diabetes, asthma, epilepsy, ischemic heart disease and obesity.• Train disability support workers in High Intensity Support Skills in line with the NDIS High Intensity Supports Skills Descriptors and McCallum procedure, and follow documentation requirements.• Administer those medications which, in accordance with McCallum's Medication Policy must not be administered by direct support staff, e.g. intramuscular/subcutaneous injections.• Implement and undertake nursing procedures that are evidence based as required and document accordingly.
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	<ul style="list-style-type: none"> • Use nursing theoretical knowledge and evidence based guidelines and apply these to the range of nursing activities to achieve agreed outcomes • Support staff in medication administration, and support quality improvement processes. • Review decisions, assessments and recommendations from other health practitioners and liaise with customer and key stakeholders and staff to implement. • Use expert knowledge to implement and evaluate health support plans. • Participate in relevant projects and research activities as required. • Identify opportunities for improvement to systems, processes and work practices within the work area. • Undertake internal clinical quality audits as required • Adapt practice to ensure adherence to relevant nursing requirements and organisational policies and procedures.
<p>Self-care and professional development</p>	<ul style="list-style-type: none"> • Participate in monthly 1:1 meeting with the Executive Manager Accommodation Services. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored. • Identify and seek appropriate resources to support your own health and wellbeing. • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do.
- Quality, safety and risk management is paramount and will not be compromised.
- You are a consultative, collaborative and inclusive people leader and coach.
- You achieve results. You are focused, work to a plan and deliver and possess excellent problem solving skills.
- You build and maintain relationships with your participants, their families and care givers, and your colleagues.
- You are team player that actively participates and champions a supportive and values driven work environment.
- Required to work as a sole practitioner (although as part of team of disability staff and service management) and able to complete all aspects of nursing work unsupervised.
- Possess the attribute of an expert nurse. This includes:
 - Theoretical knowledge and the know how to implement that into practice.
 - The ability to be person focussed rather than task focussed. This may be seen as knowing the person and having empathy, thus allowing the nurse to individualize care.
 - Engaging in reflective practice.
 - Willingness to take personal risks in relation to advocating for clients - intuitive knowledge and pattern recognition (Morrison & Symes, 2011).

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Workers Screening Check**
- **Right to Work in Australia; and**
- **Current Drivers Licence.**

Essential

- Current AHPRA registration and Registered Nurse (Division 1) qualification with a minimum of three years' experience.
- Demonstrated experience in effective leadership of teams including championing of workplace culture, performance, complaints and concerns.
- Current First Aid and CPR Qualifications.
- Experience in development and review of health support plans or other care plans.
- Experience and contemporary knowledge of health related issues for people with disability and complex needs.
- Demonstrated experience and understanding of positive behaviour support.
- Excellent communication skills including the ability to prepare written reports, plans, file notes and letters as required.
- Exceptional interpersonal skills, with the ability to build credible relationships as well as negotiate and resolve conflict.
- Understanding of safe rostering principles and experience monitoring leave, workforce planning to ensure service delivery.
- Experience supporting and/or providing training to less experienced workers.
- Demonstrated understanding of the Registered Nurse Standards for Practice and National Competency Standards (Nurses & Midwifery Board Australia).
- Demonstrated understanding of the Code of Ethics for Nurses and Code of Professional Conduct for Nurses.
- Awareness and understanding of the National framework for the development of decision-making tools for nursing and midwifery practice.
- Understanding of the role of the registered nurse employed within the disability sector.

Preferred

- Qualification and / or experience in disability work highly desirable.
- An understanding of the NDIS legislative framework and requirements, including safe medication administration.
- Demonstrated experience in disability services with particular focus on person-centred planning and service delivery.
- Sound knowledge of NDIS Quality Standards.
- Experience in budget management and knowledge of financial principles.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____