

Position Description

Position title:	Practice Leader, Health Support (Registered Nurse)
Location:	Office based – mobile across service areas
Reports to:	General Manager Operations
Directly manages:	N/A
Other Key Relationships:	General Managers, Service Managers, Team Leaders, Support Workers, Practice Leaders, Specialist Services; Finance and Business Development; Workforce Development; and government and other stakeholders.

Purpose

The Practice Leader is responsible for safeguarding Cara customers and optimising their health outcomes through the provision of professional clinical health consultation, mentoring, training, advice and support; and the establishment and maintenance of external business and stakeholder relationships.

Primary Responsibilities

Quality and Compliance

- Provide staff training in credentialed health procedures; prescribe restrictive practices; minimise risk in accordance with NDIS practice standards; develop organisational policies and procedures; and establish / maintain relevant business partnerships and networks.
- Prescribe, monitor and review Safety and Therapeutic restrictive practices, to ensure that the least restrictive option is in place and optimise customer choice and control.
- Provide consultation, mentoring, training, advice and support to facilitate best practice and staff compliance with Cara policies, procedures and purpose.
- Develop and review organisational policy and procedures, staffing, delivery, roles and accountabilities to ensure safeguarding of customers with health support requirements.
- Apply continuous improvement principles and manage risk effectively to meet safeguarding and quality requirements.
- Respond in a timely manner to reportable and other customer incidents to address practice and systemic issues.

- Collect, analyse and report on relevant data to inform best practice.
- Provide timely advice to the Executive, General Managers and Operations staff management and service improvement.

Customer and Family Engagement

- Consistently apply a contemporary attitude and approach to disability including person centred practice, active support and ordinary life principles.
- Enable staff to support customers' everyday decision making and lifestyle choices, maximise their independence and achievement of personal goals.
- Actively build and maintain positive relationships by providing and responding to feedback in a timely and positive manner, in accordance with Cara policy and procedure.

Staff Engagement and Support

- Coach and monitor staff performance to ensure the provision of high quality health support that meets individual customer needs and assists achievement of their goals.
- Monitor and provide advice in relation to staff induction and training, to ensure staff have the necessary skills and competencies to maintain the required service delivery and regulatory compliance.
- Facilitate referral and access to mainstream and specialised health services to meet individual customer needs.

Stakeholder Engagement

- Actively build effective working relationships and networks with other staff, customers, families/decision makers and key stakeholders.
- Work collaboratively across Cara services to build staff and organisation capability.
- Innovative development of partnerships, projects and service models to improve workforce capacity, sharing of best practice and skills.

General Position Responsibilities

- Ensure that all verbal and written communication is succinct, professional and thoroughly developed
- Maintain a professional approach in the workplace by adhering to Cara's values and goals and upholding NDIS Practice Standards and Industry Codes of Conduct

- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment
- Operate within relevant legislative requirements, program guidelines, Cara policies, procedures and work instructions
- Display high level of personal integrity and professionalism when representing Cara
- Constructively contribute towards organisational strategic and operational planning
- Work collaboratively and consistently to innovate and achieve outcomes
- Provide timely reports in response to scheduled need or as requested
- Genuinely engage in professional development activities as required
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity
- Engage self and others in the Performance Development Plan process
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work;
 - adhering to WHS policies and procedures;
 - using and maintaining equipment provided for health or safety purposes;
 - not being affected by consumption of drugs, alcohol or any other type of illicit substance and to comply with all relevant Policy and Procedures;
 - actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity (EO) principles in the workplace by adhering to EO legislation and relevant Human Resource policies.
- Comply with and all reasonable and lawful management directions.

Qualifications and Experience

- **Essential**
 - Bachelor of Applied Science (Nursing) or equivalent
 - Experience working in service environments that require a high degree of problem solving and professional collaboration
 - Demonstrated skills and capability to use IT systems and software to document customer needs, service provision and communicate effectively with other staff members and stakeholders.

- **Desirable (but not essential)**
 - Certificate IV in Training and Assessment or equivalent
 - Post graduate qualifications in disability or health related disciplines
 - Experience and/or knowledge of Social Justice issues.

Essential conditions

- Satisfactory Department of Human Services (DHS) Child Related Employment Clearance;
- Current Driver's Licence;
- Hold AHPRA Nursing Registration at all times while employed
- Training Completed (can be provided by Cara)
 - Child Safe Environments
 - Medication Management, Infection Control and Continence Care
 - Provide First Aid
 - Manual Handling;
 - Other theory and competency based training as deemed required.