

Position Description

Private and Confidential

Residential Unit Nurse Manager

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix, Open Arms Care [Mid North Coast NSW] and Leapfrog Ability [Hunter NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Residential Unit Nurse Manager
Location:	Orange
Job Type:	Fixed Term, Full Time
Reports to:	Manager Specialist Supported Living
Direct reports:	Support Workers and Nursing Staff

Service Description

The Disability Services Team provide Community based programs, respite services accommodation services and vocational programs under the NDIS and through state-based funding. They operate within the required Disability Service Standards, Third Party Verification requirements the Disability Inclusion Act, relevant ADHC policies and procedures and all LiveBetter policies and procedures.

Key Position Responsibilities

The primary objective of this position is to lead and manage quality client nursing and support services consistent with the Disability Inclusion Act, 2014 and LiveBetter policies and procedures for working with people with disability.

Core responsibilities for this position include:

- Ensures 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.
- Directs, co-ordinates, supports and supervises nursing staff activities in accordance with client need and available resources with emphasis on ensuring a safe work environment.
- Undertakes clinical services, budget control and monitoring, human and other resource management.
- Provides support and advice to their supervisor on quality assurance and policy and procedures in the areas of clinical services, human and other resource management
- Co-ordinates the provision of catering and transport services to meet client needs.
- Co-ordinates and reviews person centred individual / lifestyle plans, assisting in managing complex stakeholder issues; monitor and coach management and staff with complex client matters.
- Assists in assessments and reviews of overall performance, undertaking analysis, observation, investigation, interviews and audits as required.
- Ensures, implements and manages a commitment to employment equity and diversity, occupational health and safety (OHS), risk management and ethical practices.
- Effectively builds working relationships with other Residential Unit Nurse Managers, appropriate Managers, local corporate support personnel and clinical support personnel, to access resources and specialist support, and solve issues.
- Ensures the systematic approach to implementation of new/revised policy, process and nursing practice through staff briefings, training and stakeholder communication.

Key challenges and influences

- The services are delivered in a complex and changing environment within the community. Clients often present with complex behaviours which require an innovative and resourceful approaches in building best practices in service delivery.
- The range of services being delivered is required to respond to emerging and unplanned needs while managing stakeholder expectations and within available resources.

Risk

Managers and Coordinators

Are risk owners and are required to create an environment where risk is accepted as a personal responsibility of all staff, volunteers and contractors.

They should;

- Identify, record and periodically evaluate the risks in NetSuite
- Identify, record and assess the effective internal controls
- Develop treatment plan to treat high level risks in a timely manner in NetSuite

Person Specification

Essential

- Tertiary qualifications or equivalent including holding a current Registered Nurse (RN) registration with the Australian Health Practitioner Regulation Agency (AHPRA)
- 5 years nursing experience
- Knowledge or experience in the provision of support services to people with a disability
- Excellent communication, consultation and negotiation skills
- Management skills, including human resources and financial management skills to effectively manage organisational resources
- Knowledge of the relevant legislation impacting on human services delivery, particularly disability services
- Leadership skills to successfully manage, encourage and develop a team of individuals with differing skill levels
- Computer skills, including the use of standard computer applications, for efficient use of systems
- Current Drivers Licence

Other requirements

1. Pass a National Criminals History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			

Date Approved:			
Approved by HRM:	Nerissa Marat		
Version:	1	Document Name:	