**JOB DESCRIPTION**

**Practice Specialist -** Dementia & Behaviour Support

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for the provision of subject matter expertise, coaching and change management in the dementia and behaviour support. The role supports the delivery and adoption of contemporary practice and person-centred principles while supporting process and system improvement. You will work in partnership with service delivery teams across all areas of Seniors Services, to design and then implement the dementia and behaviour support practice frameworks to advance the use of evidence-based and person-centred approaches to improve outcomes for older people. The role is designed to be responsive to internal “referrals”, and develop and implement the dementia care and behaviour support framework while increasing internal staffing capability

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You will be an integral member of the **Customer, Risk and Governance** team through the following:

* Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders.
* Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
* Actively engage and participate in the performance management framework and review processes at Uniting.
* Act in a manner which upholds and positively reflects the Uniting Code of Conduct.
* Contribute to a culture of openness, feedback and productivity.
* Role model communicate and act in ways that are consistent with Uniting’s values.
* Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
* Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Dementia and Behaviour Support Specialist, your role specifically will:

* Operate as a Subject Matter Expert providing expert consulting and advisory services to Service Delivery teams
* Guide and influence the process of policy and practice improvement in your area/s of specialization
* Build Uniting’s internal capability in dementia and behaviour support management while promoting a culture of review and analysis to best support our consumers and their representatives.
* Partner with external organisations, such as Dementia Australia in the design and delivery of programs that build capability and capacity of service teams.
* Access current evidence-based guidance and knowledge and ensure it is aligned with the Dementia framework.
* Ensuring our services are delivered from an enablement perspective, empowering consumers to take an active role in directing their own care and services.
* Collaborate with Service Delivery teams in the roll-out of new care frameworks and changes to practice that includes assessment, case management, supporting, mentoring, and modelling to reduce the impact of behaviours on people living with Dementia, their carers and employees.
* Identify, document and maintain Practice standards, frameworks, models and approaches for dementia and behaviour support that respond to the latest evidence based information.
* Ensure an ‘all of Uniting’ perspective in designing practice approaches, frameworks and models
* Collaborate with colleagues to identify points of intersection, seek opportunities for synergy, remove duplication and simplify approaches for those responsible for delivering practice
* Use trends emerging from program outcomes data, reports and information to inform practice reviews, improvements and changes
* Identify training needs and professional development requirements for Service Delivery teams, in conjunction with the learn@uniting team.
* Understand, contribute and remain abreast of research and developing knowledge/practice in your area/s of specialisation, and review its applicability and potential impact for Uniting.
* Collaborate with research teams in shaping the research plan and priorities in your area/s of specialisation.
* Explore and define potential new service delivery models, and provide subject matter expertise to tenders and business development proposals.
* Develop and maintain professional relationships, external to Uniting, that inform and enrich our understanding of developments in and changes to the sector or associated areas.
* Interact with professional and peak organisations to keep informed on current developments and advances in your area of speciality.
* Partner with Seniors Services operations team to provide high quality and safe services.
* Understand and implement changes to the Aged Care industry in an environment of rapid growth and diversity
* Able to think laterally in terms of scope/size of the organisation and manage the direction of improved practices across NSW and ACT. Promote innovation and practice excellence in dementia care.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:** Customer, Risk and Governance

**You’ll report to:** Clinical Practice Lead

# YOUR KEY CAPABILITIES

## People Leadership

* **Delivers performance through others -** Clearly delegates and assigns responsibility, evaluating performance along the way.
* **Creates and builds the capability of our people -** Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
* **Builds diverse, highly engaged teams -** Builds effective teams with the morale and capability to cope with change effectively.

## Business Leadership

* **Demonstrates Business Acumen & Delivers Results -** Understands Uniting's business, market and competitors and drives to deliver ever improving results.
* **Develops and Grows the Business -** Understands the changing market landscape and positions Uniting for growth.
* **Reaches Commercial Decisions -** Makes effective commercial decisions with the information, time and resources available.

YOUR QUALIFICATIONS & EXPERIENCE

## Qualifications:

**Currently a registered nurse with AHPRA without limitation or conditions.**

Postgraduate qualifications in dementia, behaviour management or equivalent

## Skills and Experience:

* Experience with being an effective team member and being able to influence practice with those that don’t report directly to you.
* At least 5 years experience as a registered nurse with a component of this is in a dementia and behavior support management.
* You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined.
* Demonstrated experience in dementia care, preferably in an aged care or clinical setting.
* Expert knowledge in subject matter areas – dementia care and behaviour management.
* You have an impressive understanding of aged care and expertise in practice development
* Substantial experience in developing, leading and delivering evidence-based programs within a diverse organisation.
* Conceptual and innovative problem-solving skills for managing conflicting priorities and developing timely, successful recommendations and advice on policies, strategies and solutions
* Extensive coaching and/or change management experience using structured coaching/change management approaches
* Proven change leadership, with the ability to leverage the interpersonal skills necessary to influence and support a embed transformational change programs
* A customer focused mindset and ability to partner with business streams, with the necessary leadership skills to effect outcomes
* Experience and understanding of working in large complex organisations and confidence to build relationships
* Excellent verbal, interpersonal and written communication skills, including the use of active listening and reflective questioning
* Comfortable with electronic documentation systems and other computer systems
* Able to adapt to flexible ways of working

## Even better:

* Professional membership in area of specialisation

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |