

JOB DESCRIPTION

Practice Lead – Palliative Care

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, 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 delivery and adoption of the contemporary practice development methodology and person-centred principles, and supporting process and system improvement for the overall effective and consistent delivery of person centred practice.

This role will work in partnership with Service Delivery Teams, acting as subject matter expert in the area/s of specialisation to deliver the practice frameworks for agreed area/s of specialisation and to advance the use of evidence-based and person-centered approaches to improve outcomes for older people.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Practice Excellence team through the following:

- Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.

- Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
- Conducting specialised studies as required, providing insights into the operation and delivery of services, team and the organisation.
- Actively promoting safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.
- Actively contributes 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 Practice Lead, your role specifically will:

- Operate as a Subject Matter Expert in your area/s of Practice Specialisation, providing content to Service Delivery teams
 - Guide and influence the process of policy and practice improvement in your area/s of specialisation
 - Collaborate with Service Delivery teams in the roll-out of new Models of Care and changes to practice approaches
 - Develop and support managers and staff in their adoption of person centred care principles, aligned to the provision of meaningful work and improved levels of responsibility and accountability and that promote positive client outcomes
 - Lead and role model effective process and system reviews to support the roll out of the Inspired Care methodology and the adoption of a person-centred approach to service delivery
 - Identify, document and lead the development of Practice standards, frameworks, models and approaches for your area/s of specialisation
 - 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
 - Develop and document practice frameworks and models that respond to the relevant evidence base and promote program fidelity through regular evaluation and measurement
 - Use trends emerging from program outcomes data, reports and information to inform practice reviews, improvements and changes
 - Identify training needs and professional development requirements in the area of practice for Service Delivery teams, in conjunction with the learn@uniting team
 - Understand 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
 - Represent Uniting externally in your area/s of specialisation via network forums, conferences and publication
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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: Ageing
You'll report to: Practice Excellence Lead

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Current professional certification/registration in area of practice specialisation

Experience:

Typically, this role will require 8 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- You have an impressive understanding of and expertise in practice development
- Strong capability in research and applied research through practice
- 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
- Expert understanding and application of program logic models and practice frameworks
- 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 transformational change program
- A customer focused mindset and ability to partner with business streams, with the necessary leadership skills to effect outcomes

Even better:

- Post graduate qualifications in area of specialisation
- Professional membership in area of specialisation
- LEAN; Business Process Improvement; Service / clinical redesign methods; Coaching and/or change management

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	