



Lifestyle  
Solutions

# RPA Coordinator and Complex Supports Review Role Statement

# Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

# Our Values

*Own It* - How we get the job done

*Respect Lives Here* - How we treat other people

*Keep Calm & Be Happy* - How we interact with other people

*Make It Matter* - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

# Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.



## Position

### Clinical, Nursing and Restrictive Practices Team Member (RPA Coordinator and Complex Supports Review)

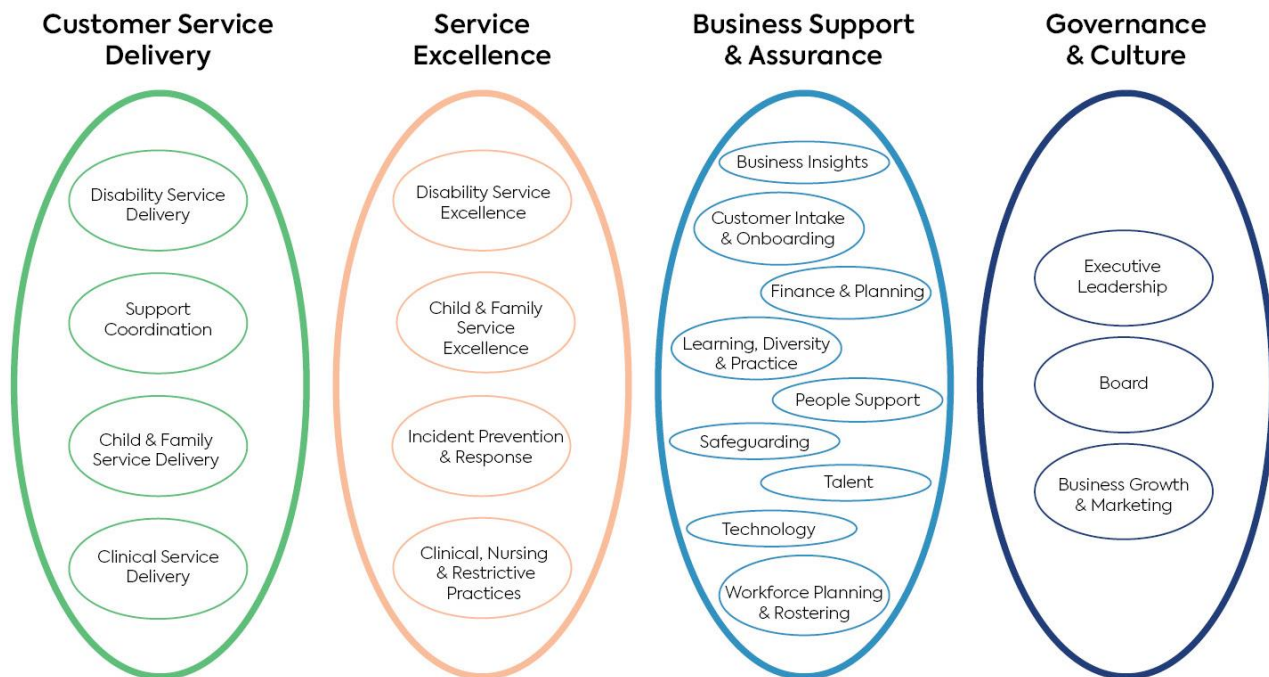
## Team Purpose

The Clinical, Nursing and Restrictive Practices team has been designed to support and enable teams working across disability and child and family funded streams to deliver customer outcomes. The team will focus on supporting, guiding and facilitating teams on areas such as service compliance, team-based support and local community / family engagement. The core functions of the team are:

1. **Disability Service Excellence** – focused on empowering customer service delivery teams to support customers with a disability; customer and community engagement; service compliance; and support coordination utilisation and planning practices
2. **Child and Family Service Excellence** – focused on empowering customer service delivery teams to support young people and children in our care; restoration and preservation of family home setting or independence for child and young people; child and family contract compliance; and child and young person safety and wellbeing
3. **Incident Support Prevention and Response** – focused on incident management and response across all services; critical response coordination; incident analysis and reporting; service review; and proactive and preventative incident strategy development. We had strong feedback during the design process about this team taking a more proactive approach to incidents than Lifestyle Solutions has had in the past
4. **Clinical, Nursing and Restrictive Practices** – focused on clinical service operations; restrictive practices management; behavioural planning support; clinical service practice; medication systems and framework management; comorbidities support and approach (nursing); and ongoing review of customers using assessment and panel processes.

## Reporting relationship

The Executive General Manager - Customer Service Delivery, from the Governance and Culture team, is the sponsor for the Clinical, Nursing and Restrictive Practices Team.



## Key Team Functions

### Responsibility for Coordination & Control

The Clinical, Nursing and Restrictive Practices team is responsible for creating service delivery outcomes for young persons in our care, ensuring service compliance is achieved and maintained at all times, with a strong focus on creating a positive experience. This means the RPA Coordinator and Complex Supports Review will:

1. negotiate and agree goals with the relevant Executive Sponsor
2. is responsible for regularly monitoring goals, reporting progress, identifying and implementing corrective actions and achieving of the goals
3. ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
4. establish and maintain a documented plan for how his or her tasks are allocated by the Team
5. provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
6. engage directly with the Governance & Culture team, Customer Service Delivery team(s), Service Excellence teams and Business Support & Assurance teams as required to comply with organisational protocols and perform team functions.

The table below outlines the key functions of the Clinical, Nursing and Restrictive Practices team including the RPA Coordinator and Complex Supports Review:

<b>Clinical Service Operations</b>	<b>Medication and Plans</b>	<b>Restrictive Practice Management</b>
<ol style="list-style-type: none"> <li>1. Monitoring and completion of clinical services and behavioural support planning through the Clinical Services teams</li> <li>2. Providing behavioural planning coaching and support to services</li> <li>3. Provide assurance of compliance with contractual, regulatory and safeguarding standards and requirements</li> <li>4. Support and/or facilitate team member recruitment and onboarding</li> <li>5. Provide and/or source coaching to local team members</li> <li>6. Provide local change leadership and advocacy</li> <li>7. Analysis and support on identified antecedents</li> <li>8. Support customer service reviews and renewals through reviewing all clinical supports, plans resources</li> <li>9. Support teams in building awareness and maintaining best practice</li> </ol>	<ol style="list-style-type: none"> <li>1. Provide the appropriate level of approval across medication, emergency services and maintenance areas</li> <li>2. Support local teams in the monitoring and review of customer outcomes and goals</li> <li>3. Provide specialist health and nursing advice to customers who present with comorbidities</li> <li>4. Establish and monitor Medication systems and framework</li> </ol>	<ol style="list-style-type: none"> <li>1. Convening and monitoring restrictive practices in service delivery</li> <li>2. Conduct or facilitate local practice reflection, support activities including service reviews</li> <li>3. Ensure compliance to the NDIS compliance and safeguard commission including the RP framework and national clinical standards/legislation</li> <li>4. Coordinate and review the use of restrictive practices- in particular fade out strategies, and documentation needed for convening.</li> <li>5. Coordinate provision of immediate and ongoing debriefing, reflection and support, and/or employee assistance support for employees</li> <li>6. Review &amp; contribute to continuous improvement plan actions</li> <li>7. Establish and monitor Ongoing review of customers using assessment and panel processes</li> </ol>

## **Clinical Service Operations**

The Clinical, Nursing and Restrictive Practices Team will provide and oversee effective practices and service through Clinical Services teams, ensuring compliance with safeguarding standards and other regulatory frameworks are adhered to. The team will also support customer service reviews and renewals through reviewing all clinical supports, plans resources.

## **Medication and Plans**

A specialised and critical function, providing oversight of medication assessment and effective plans to effectively treat and manage customer conditions. The team will provide the appropriate level of approval across medication, emergency services and maintenance areas and will support local teams in the monitoring and review of customer outcomes and goals. Registered nurses will also provide specialist health and advice to customers who present with comorbidities.

## **Restrictive Practices Management**

Clinical, Nursing and Restrictive Practices Team will provide consultation, advice and implementation strategies on Restrictive Practices to minimise risk, prevent incidents, supporting Better Service. The team will need to maintain a proactive approach to their restrictive practice strategies to ensure this function is being carried out in an effective and efficient manner for quality service delivery to our customers and young people. Associated data documentation will need to be kept up to date and accessible to refer analysis for improvement and prevention strategies.

## **Role Objective of the RPA Coordinator and Complex Supports Review**

The role of the RPA Coordinator and Complex Supports Review is to lead the convening and monitoring of restrictive practices and any complex case reviewed needed within service delivery. This includes conducting/facilitating local practice reflection and support activities as well as service reviews. A key focus will also be on reviewing the use of restrictive practices – in particular fade out strategies.

## **Key Role Responsibilities of the RPA Coordinator and Complex Supports Review**

1. Monitoring and completion of clinical services through the clinical delivery teams
2. Coordinate and review the use of restrictive practices- in particular fade out strategies, and documentation needed for convening
3. Convening and monitoring restrictive practices in service delivery
4. Provide behavioural planning coaching and support to services
5. Provide assurance of compliance with contractual, regulatory and safeguarding standards and requirements
6. Conduct or facilitate local practice reflection, support activities including service reviews
7. Ensure compliance to the NDIS compliance and safeguard commission including the RP framework and national clinical standards/legislation
8. Analysis and support on identified antecedents
9. Coordinate provision of immediate and ongoing debriefing, reflection and support, and/or employee assistance support for employees

10. Support customer service reviews and renewals through reviewing all clinical supports, plans resources.

## Skills & Selection Criteria

1. Demonstrated high level of knowledge and expertise in the context of restrictive practices
2. Formal qualifications in risk management, WHS or a related field with experience working in complex residential environments
3. Thorough understanding of customer focused incident / risk management with a proven ability to coordinate practical responses that satisfy relevant legislation, standards and / or agreements
4. Ability to produce quality legal documents to be interpreted by governing / auditing bodies.
5. Proficiency in CareLink, Riskman and Solvsafety & i-Audit systems
6. Experience in business continuity, crisis management and incident response
7. Commitment to reflective practice and proven ability to apply in practice
8. Advanced knowledge of Microsoft Office (Word, Excel, Vision, PowerPoint, Project, etc.)
9. Sound written, oral and presentation skills and proven capacity to foster productive relationships with diverse staff and customers
10. Current driver's licence and a willingness to travel interstate
11. Relevant probity clearance and willingness to undertake additional State / Territory checks as this role operates across all services.

Clinical, Nursing and Restrictive Practices Team Members will ensure the Clinical, Nursing and Restrictive Practices team possesses enough knowledge and skills to safely, efficiently and effectively meet its accountabilities and goals.

The Clinical, Nursing and Restrictive Practices team is required to participate in regular team meetings to review team skills and identify gaps. Team Members are required to obtain additional skills where a skill gap has been identified.

Recruitment and Learning and Development are guided by a regular evaluation of each Team's skills matrix and an assessment of specific skill gaps within each Team.

## **Probity and Workplace Health & Safety**

All staff within Lifestyle Solutions must adhere to their obligations to maintain appropriate probity clearances and obligations under the relevant Workplace Health and Safety legislation.

All staff have a duty of care to take all steps reasonably practicable to ensure their own safety and the safety of others.

All staff have an obligation to notify Lifestyle Solutions immediately if there is any event which may affect their ability to meet the requirements of the relevant probity clearances.

## **Team based working, Technology and Systems**

All staff within Lifestyle Solutions must have the skills and attributes for working effectively in a team-based structure.

Lifestyle Solutions staff must also embrace all forms of technology (from manual processes and system to sophisticated cloud/mobile software).

Collaborative problem solving and continuous improvement are essential requirements for Lifestyle Solutions staff and external parties who provide professional services to the organisation.