

Position Description

Position Title	Diabetes Educator
Position Number	30003706
Division	Clinical Operations
Department	Continuing Care
Enterprise Agreement	Nurse and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Classification Description	Clinical Nurse Consultant
Classification Code	ZF4 - ZJ4
Reports to	Manager Bendigo Health @ Home/Team Leader, as delegated
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Clinical Operations

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person-centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer

Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children. Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Diabetes Education Team

The Diabetes Education Team provide education and support for people with diabetes as well as their carer's. The focus is on self-management, lifestyle modification as well as instruction on how to use diabetes and related equipment. The diabetes education team work with a range of patient cohorts across the continuum of care including paediatrics, and adults with type 1 and type 2 diabetes, diabetes in pregnancy, chronic & acute care, and insulin pump care. The diabetes team work in closely with the Bendigo Health endocrinologists, oncologists, paediatricians and other allied health teams across the continuum of diabetes management.

The Position

Bendigo Health is seeking a suitably qualified and experienced Diabetes Nurse Educator (DNE) to provide education and support for people with diabetes and their carers. The role incorporates activities such as advanced clinical care, coordination of care, self-management support, delivering education and professional development.

Responsibilities and Accountabilities

Key Responsibilities

Clinical Practice	<ul style="list-style-type: none"> - Uses clinical knowledge and follows triage processes in responding to and prioritising referrals as relevant to work area. - Able to work independently within scope of practice to undertake assessments and identify education and coordination of care needs for patients / clients with diabetes to build self-management capabilities as relevant to the various patient populations along the continuum of care (rotations across work areas). - Work collaboratively with the multidisciplinary team to deliver safe client-focused care, liaising with health professionals and agencies internal and external to Bendigo Health regarding clinical management where necessary. - Provides clinical handover in line with Bendigo Health policies and procedures to client care is maintained. - Delivers care to individuals and groups via a range of mediums such as face to face, and telehealth/ other technologies. - Develop skills and experience with a wide range of diabetes technologies including insulin pumps and continuous glucose monitoring and related databases. - Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements and professional practice standards. - Complete required program reporting and statistical records. - Demonstrate understanding of ethical and cultural issues and vulnerable population groups and integrate this into practice. - Practices within a professional, ethical and evidence-based nursing framework. - Observe safe working practices and as far as able, protect own and others' health and safety. - Maintain ADEA credentialling status as diabetes nurse educator once achieved.
Education and Counselling	<ul style="list-style-type: none"> - Demonstrates effective communication and counselling skills to facilitate informed decision making by people with diabetes. - Understands and applies evidence-based education and techniques relevant to the demographic and health literacy needs of the individual/ their carers with diabetes to support behaviour change and self-management capabilities. - Works proactively to prioritise and manage competing demands, in collaboration with others. - Demonstrates a comprehensive understanding and application of cultural competency and safety principles to maximise therapeutic relationships and outcomes for clients.
Research, Quality Improvement and Professional Development	<ul style="list-style-type: none"> - Demonstrates ability and willingness to take initiative and to collaboratively contribute to service improvement work with the team leader and multidisciplinary team to continually improve the diabetes service in a planned, coordinated and evidence informed manner. - Critically appraises and reflects on own individual knowledge and skills to identify and document learning and development goals (including referring to the Levels of competency 1-3 for each domain of the National Competencies for Credentialed Diabetes Educators, ADEA). - Remains abreast of the evidence base and translates into own clinical practice, and shares knowledge and encourages this in others.

Management and Administration	<ul style="list-style-type: none"> - Demonstrated professional oral and written communication skills and works collaboratively in an interdisciplinary / multidisciplinary environment. - Demonstrates a strong knowledge of pathways of care for people with types of diabetes and can effectively support clients in navigating access to appropriate care. Supports junior staff in the development of their knowledge. - Demonstrates a high level of accountability for competing clinical and non-clinical tasks, utilises resources appropriately and seeks help when needed. - Protects the confidentiality of clients and adheres to Bendigo Health policies, procedures and professional practice standards. - Complete all mandatory and required training and professional development requirements. - Contributes to or leads (dependant on experience) the development of policies and procedures that support efficient and equitable diabetes service delivery in collaboration with team leader/ manager.
Leadership and Advocacy	<ul style="list-style-type: none"> - Demonstrates clinical leadership in areas of established knowledge and skills in education, management and care of people with diabetes, including engaging in/ leading clinical portfolios or representing service depending on level of experience. - Advocates effectively for clients and educates as appropriate other health professionals about the management of diabetes. - Recognises situations that may lead to conflict, constructively addressing them as they arise, and where required escalating for advice and resolution in line with Bendigo Health's procedures and values. - Actively engages in mentoring relationship for own learning and development. - Provides formal mentoring and clinical supervision support to junior staff, as delegated. - Supports the clinical orientation of new educators to develop their knowledge of relevant Bendigo Health and diabetes service policies and procedures and use of clinical systems.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and

procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Current Division 1 Nursing Registration with Australian Health Practitioner Regulation Agency (AHPRA) and has completed a post graduate qualification in Diabetes Education and Management.
2. Current Australian Diabetes Educators Association (ADEA) credentialing status or committed to working towards achieving within 2 years of appointment.
3. Demonstrated experience in diabetes clinical practice, education and management in acute, and outpatient/ community settings with excellent consumer engagement and advocacy skills.
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing specialist knowledge within the scope of practice of a diabetes nurse educator.
5. Demonstrated ability to build knowledge and skill competencies as a diabetes nurse educator through reflective practice, goal setting and professional learning.
6. Demonstrated ability to work autonomously with highly developed skills in organisation, time management, planning and priority setting.
7. Highly developed verbal, written and interpersonal communication skills including experience using digital clinical systems with the ability to efficiently learn to use new systems.

Desirable

8. Demonstrate experience in the clinical leadership, evaluation and implementation of quality improvement or research activities.
9. Experience in providing clinical supervision and mentoring to junior staff working towards ADEA credentialling status or staff progressing through the competency levels as a credentialled diabetes nurse educator.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition, you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Registration with Professional Regulatory Body or relevant Professional Association For example, AHPRA, AHRI, RACS etc. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.