

Position Description

Position Title	Team Leader Diabetes Education
Position Number	30103050
Division	Clinical Operations
Department	Diabetes Education
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 or Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Clinical Nurse Consultant or Grade 3 Allied Health Year 1 – 4
Classification Code	ZA7 – ZA8 or Allied Health Grade 3
Reports to	Nurse Unit Manager, Bendigo Health @ Home
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
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.

The Clinical Operations Division

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 Continuing Care Department

HARP PAC Community Health and Diabetes Education, Geriatrics, Rehabilitation and Palliative Care Team comprises Geriatric Medicine, Palliative Care Medicine, Rehabilitation Medicine, Outpatient Rehabilitation, Transition Care Program and Residential In-Reach, Hospital Admissions Risk Program (HARP) and Post-Acute Care (PAC) Community Health and Diabetes Education, Palliative Care Consortium and Integrated Palliative Care. The HARP team provides integrated and coordinated care to clients with a chronic disease, aged and/or complex needs who frequently use hospitals or are at risk of hospitalisation. The PAC team provides a service to clients to support their transition from hospital to home. The Community Health and Diabetes Education Team provide Dietetic, Diabetes, Speech Pathology, and Health Promotion education and advice to the community.

The Diabetes Education Team provide education and support for people with diabetes as well as their carer's. The focus is on self-management, life style 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 such as; paediatrics, type 1 and type 2 diabetes, diabetes in pregnancy, chronic & acute care, diabetic foot clinic and oncology patients. There is a strong focus on Continuous Glucose Monitoring and Insulin Pumps. The diabetes team work in close liaison with Bendigo Health endocrinologists, oncologists, paediatricians and other allied health teams across the continuum of diabetes management.

The Position

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. Bendigo Health Diabetes Service Model includes Acute, Outpatient and community clients.

The Diabetes Team Leader is a highly motivated leader and practitioner pivotal in the development of this dynamic and growing Diabetes Service. They will demonstrate advanced communication and leadership skills and will work in accordance with local and national policy strategies to ensure that individuals supported by Bendigo Health in the community have access to excellent diabetes care that is innovative, dynamic and of the highest professional standard. The team leader will work closely with the manager, and at the managers delegation, or direction provide operational oversight and direction of the diabetes team.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership to the diabetes team, fostering a strong and effective team culture that drives the delivery of quality health services.
- In conjunction with the manager, ensure that the service operates in line with the National Safety and Quality Healthcare Standards (NSQHS) and other relevant professional practice standards and codes of conduct.
- Demonstrate a clear understanding of the funding streams, data reporting and operating requirements (policies and guidelines).
- Actively review and ensure team processes align with reporting and operating requirements and are adhered to by staff.
- Perform line management duties such as rosters, leave management, payroll, performance and development reviews, as delegated by the manager.
- Work with the manager to understand the budget and manage delegated responsibilities ensuring budget compliance.
- Lead the recruitment of staff as delegated by the manager and facilitate onboarding and orientation to the service.
- Work with the team, manager, and relevant stakeholders including the broader diabetes/ endocrinology service to plan continual improvement and growth of diabetes services.
- Lead service development activities with the team as agreed with the manager and relevant clinical leads in the broader Diabetes/Endocrine service at Bendigo Health.
- Mentor staff to undertake quality improvement activities.
- Develop and effectively manage relationships with internal and external stakeholders to facilitate connected care for people with diabetes.
- Effective communication of information to all relevant stakeholders, such as staff and management.
- Lead relevant department meetings, participate in internal and external meetings/ working groups as delegated.
- Ensure staff supervision and mentoring meet individual learning goals, including the rotating of staff across work areas.
- Allocate and support credentialed educators to hold and fulfil clinical portfolios within the service, in consultation with the manager.
- Ensure staff are compliant with mandatory training.
- Complete other reasonable duties and responsibilities as directed by the manager.

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.

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 Registration with Australian Health Practitioner Regulation Agency (AHPRA) for nursing and allied health (where applicable), and ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document (where relevant).
2. Demonstrated understating of public health services for diabetes within the broader context of managing diabetes as a chronic disease.
3. Experience in direct line management of health professionals, such as nursing and allied health, with strong verbal and written communication skills.
4. Demonstrated ability to foster a culture of openness, respect, accountability and professionalism in leading teams in the workplace.
5. Demonstrated commitment and experience in continuous service improvement, including leadership, implementation and evaluation.
6. Role models emotional intelligence, including the ability to manage challenging situations and develop these attributes in staff.
7. Demonstrated commitment to ongoing professional development.

Desirable

8. Credentialed Diabetes Educator with strong experience working with adult and paediatric patients/clients with diabetes.
9. Demonstrated ability to provide clinical supervision and mentoring to staff working in the diabetes team.

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.