

# Position Description

Position Title	Diabetes Educator
Position Number	30003706
Division	Clinical Operations
Department	Diabetes Education
Enterprise Agreement	Nurse and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A-B
Classification Code	ZF4 - ZJ4
Reports to	Team Leader, Continuing Care
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,000 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 Service**

The Diabetes Education Service provides a range of services for people of all ages with diabetes, their families and carers to gain the knowledge, skills, motivation and confidence to manage their condition. Our diabetes nurse educators provide holistic care within a supportive multi-disciplinary team. Bendigo Health has a broad range of health professionals including diabetes nurse educators, endocrinologists, social workers and dietitians that aim to deliver expert care ensuring all aspects of living with diabetes are supported.

## **The Position**

Bendigo Health is seeking a suitably qualified and experienced Senior Diabetes Nurse Educator (DNE) to provide education and support for people with diabetes as well as their carers. The role incorporates activities such as advanced clinical care, coordination of care, self-management support, running education and support groups and professional development. As a senior member of the team, the role would act as a mentor to the junior team members, assist with providing clinical guidance and training as required.

## **Responsibilities and Accountabilities**

## Key Responsibilities

- Provide targeted education and support services to meet the unique needs of our clients
- Undertake comprehensive assessment of clients presenting with diabetes
- Support junior members of the Diabetes team with clinical guidance and training
- Work in collaboration with the Team Leader and other stakeholders to develop, monitor and improve clinical service provision within the diabetes service
- Practice within a professional, ethical and evidence based nursing framework
- Maintain accurate and timely records and data entry for internal and external reporting, including patient records, letters and appointments.

## Skills and Experience

You will be:

- A credentialed diabetes nurse educator with experience providing clinical support and education for people with type 1 diabetes, type 2 diabetes and gestational diabetes preferred.
- Experience or willingness to deliver group education programs or health professional training face to face or by online technology.
- Experience with diabetes technologies including insulin pumps and continuous glucose monitoring and related databases.
- Excellent planning and organisational skills, including the ability to manage a range of tasks with conflicting priorities without compromising close attention to detail and accuracy.
- Demonstrated ability to be a proactive team member and contribute to team development and work effectively in an interdisciplinary team.
- Demonstrated ability and willingness to take initiative and to improve and enhance existing systems and procedures.
- A high level of interpersonal skills, with the ability to liaise effectively with a wide range of people at a variety of levels internal and external to the organisation.

## 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)
2. A post graduate qualification in Diabetes Education and Management
3. Current Australian Diabetes Educators Association (ADEA) credentialing status
4. Demonstrated high level experience and skills in diabetes clinical practice, education and management both in the acute sector and community setting with excellent consumer engagement and advocacy.
5. Demonstrated ability to be self-motivated, with high level skills in problem solving and time management skills to manage a caseload and meet deadlines, maintain schedules, set goals/objectives, as required

6. Ability to work highly effectively and flexibly in a multi-disciplinary, multi-functional environment as well as independently with little supervision

7. Highly developed verbal, written and interpersonal communication skills including computer literacy

## **Desirable**

8. Experience in conflict management/negotiations

9. demonstrated commitment to ongoing professional development and a willingness and ability to learn

10. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills

## **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.

**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.*