

POSITION TITLE	Clinical Nurse Consultant Diabetes
CLASSIFICATION	Clinical Nurse Consultant (Grade 1)
AWARD	Public Health System Nurses and Midwives (State) Award

PURPOSE OF POSITION

As a lead clinician in a clinical services team, provide an expert clinical consultancy service in diabetes to support the delivery of excellent patient care for adults with diabetes who have complex health needs within Diabetes Service. This is achieved through activities directed by the Diabetes Service Manager, Diabetes, and through tasks identified by the Diabetes Clinical Stream and the Hunter Alliance Diabetes Workstream.

KEY ACCOUNTABILITIES

- Provide best practice nursing care within professional boundaries and in accordance with Australian Nursing and Midwifery Council Standard legal and ethical parameters of a registered nurse and NSW Health and HNELHD Health policies and procedures.
- Manage the triaging of patients referred to the Diabetes Service who have complex diabetes-related issues and comorbidities.
- Develop and facilitate the implementation and evaluation of care management plans for patients with complex care needs to maximise care outcomes for patients.
- Provide expert patient-centred clinical advice and consultancy to patients, carers and other health care professionals within the area of adult diabetes to ensure delivery of innovative clinical practice models and therapeutic techniques.
- Contribute to the development of specialised education for complex clinical issues for patients, carers and the community and deliver education to enhance the care outcomes for patients.
- Liaise with other senior nursing and midwifery roles working within the specialty to ensure that clinical knowledge is kept current and networks are built and maintained.
- Lead ongoing development and review of clinical practice, at Diabetes Service and district level, through the provision of expertise in adult diabetes, in developing and managing clinical processes and pathways.
- Assist with the process of developing and reviewing district-wide clinical guidelines relevant to adult diabetes care, in line with evidence-based best practice and relevant benchmarking.
- Initiate, utilise and disseminate the findings of locally based research to ensure current evidence-based clinical practice is implemented and applied in the clinical setting.
- Manage research projects requiring the contribution of other clinicians and participate as a co-researcher in larger studies, as required.
- In collaboration with key stakeholders, develop and deliver diabetes education and training programs in response to identified clinical education needs to upskill staff caring for adults with diabetes.
- Mentor clinicians undertaking Graduate Certificate Courses leading to diabetes education credentialing and organise and oversee student nursing placement programs within the Diabetes Service.
- Maintain current knowledge which is relevant to clinical practice and identify, act upon and evaluate outcomes of clinical education in terms of the contribution to advancing knowledge, skill and expertise in diabetes.
- Apply acquired knowledge and experience to case manage acute patients with diabetes to prevent hospital admission.

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- Work collaboratively with the specialist medical staff in the acute adult diabetes service, enhancing the link between the acute and community diabetes services.
 - Actively contribute to and participate in strategic and operational planning as an expert in diabetes to ensure translation of new directions and current clinical practice into service delivery, in collaboration with the Diabetes Clinical Stream and the Hunter Alliance.
 - Plan, implement and evaluate the diabetes nurse consultancy service to ensure the service is meeting the needs of patients/carers and staff and contributing to the ongoing development of services within the Diabetes Service.
 - Lead, participate and collaborate with other key stakeholders in the design and conduct of continuous improvement activities and models of care focused on enhanced service provision.
 - Work collaboratively with designated clinical staff to ensure the Diabetes Service complies with the NSQHS survey criteria and documents the required evidence for accreditation purposes.
 - Provide relevant diabetes-related information and data to internal and external health professionals and other appropriate organisations, as requested.
 - Participate in the planning and conduct of whole day seminars for relevant HNE Health clinical staff and for GPs and practice nurses.
 - Attend diabetes medical business meetings, contributing to the discussion and actioning relevant tasks, as required.
 - Assist the Service Manager and other designated staff to set the 'Above and Below the Line Behaviours' for the Diabetes Service.
 - Organise and participate in relevant health promotion activities such as 'Pitstop' and Homelessness Connect Day events, as required.
 - In line with the LHD strategic plan, develop operational plans and 90 day action plans to support diabetes within the Greater Newcastle Cluster.
 - Participate on district-wide working parties, as required, to represent the health service and adult diabetes services, providing feedback to relevant bodies.
 - Identify and actively communicate future issues and new directions for the Diabetes Service to ensure appropriate notification and escalation of issues impacting on clinical practice and care delivery.
 - Engage and participate in the implementation and utilisation in the tools, tactics and culture of Excellence.
 - Attend monthly accountability meetings with the unit manager.
 - Update patient care boards as required.
 - Thank staff personally and through catch-ups with the manager for their efforts as a team member and patient carer.
 - Use the team's Standards of Behaviour to recognise above the line behaviour and speak up about behaviour that is below the line.
 - When handing the care of a patient to another team member, talk about that team member in a way that makes the patient feel confident and trusting in the care they will receive.
 - Undertake Ps & Ds (Personal Needs, Position, Placement, Discomfort/Pain, Devices, Documentation) with patient within scope of practice, as required.
 - Conduct follow-up phone calls with patients within 48 hours of their discharge from the service, as required.
 - Act in accordance with the HNE Health Values Charter and the NSW Health Code of Conduct.

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- Participate in relevant patient safety and quality education and deliver services in accordance with the National Patient Safety and Quality Standards, Work Health & Safety Act and NSW Health risk management frameworks.
 - Ensure that work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy,
 - Actively work to improve workplace safety within HNE Health by:
 - Performing work in a manner that is safe and does not pose a risk to others
 - Complying with all WHS policies, procedures and education provided by HNE Health
 - Reporting any identified safety matters
 - Speaking up about safety issues, including speaking to colleagues who are observed to work in an unsafe manner

CHALLENGES

Major challenges for the occupant of the position include:

- Prioritising workload in a demanding clinical environment.
- Ensuring high quality health care delivery within resource constraints.
- Building a positive professional, culture that facilitates effective health service delivery outcomes in a constantly changing environment.
- Delivering education programs and clinical care for patients and training programs for health professionals that are relevant to a diverse target group.
- Maintaining appropriate professional boundaries in providing clinical expertise in the management of complex clinical issues with multiple stakeholders.
- Building workplace culture of excellence based on the HNE Health Values, leading by example on a daily basis.

COMMUNICATION

Communicate effectively with the Service Manager and other staff within the Diabetes Service and Acute Diabetes Service and foster close relationships with other units and services within HNE Health and other relevant organisations to enhance the patient experience of a continuous seamless health support journey.

Key Internal Relationships

- Service Manager for operational management, professional leadership and support.
- Medical staff for clinical leadership.
- Other diabetes and general health service staff to support holistic consumer services across the District including members of the Diabetes Clinical Stream and Chronic Disease Network leadership groups and members of the Hunter Alliance Diabetes Workstream.
- Patients and carers or advocates regarding care.
- Business manager re: departmental expenditure.

Key External Relationships

- Establishes and maintains a network of contacts with key industry stakeholders, educational institutions, professional associations, relevant private/public sector groups and community stakeholders, to ensure efficiency and efficacy of service provision.
- NGOs, GPs and practice nurses and other agencies involved in the care and treatment of patients, including Australian Diabetes Council, Primary Health Networks, Aboriginal Controlled Community Health Services for education, information and collaborative customer-focussed care.

DECISION MAKING

The occupant of the position:

- Has full authority to make decisions within the scope of practice of a registered Nurse and commensurate with expert knowledge and experience in diabetes.
- Provides recommendations to the Service Manager regarding day to day clinical and operational matters.
- Consults with the Service Manager on major policy issues or conflicts arising in the course of his/her duties.
- The occupant of the position must refer to the Service Manager, any decision that falls outside routine clinical and operational service delivery parameters and all matters which require a higher delegated authority.

SELECTION CRITERIA

- Registered Nurse/ Midwife appointed as such to a position approved by the public hospital or public health organisation, who has at least 5 years full time equivalent post registration experience and approved qualifications relevant to the field in which he/she is appointed or such other qualification or experience deemed appropriate by the public hospital or public health organisation
- Demonstrated evidence of strategies used to maintain and apply knowledge of research and clinical practice advances in diabetes to complex clinical situations and to the development and delivery of diabetes education and health professional training.
- Demonstrated ability to proactively engage with patients with diabetes to understand their needs, enhance service delivery and act on situations when the norm is to wait for a situation to resolve itself.
- Demonstrated provision of complex clinical advice and consultancy in the area of adult diabetes to JMOs, nurses, patients, carers and other health care professionals across the district, to ensure delivery of innovative clinical practice models and therapeutic techniques that are evidenced based.
- Demonstrated ability to communicate effectively with other diabetes staff and with internal and external partners, and use effective interpersonal and relationship-building skills to lead ongoing development and review of clinical practice.
- Demonstrated ability to analyse problems and apply a range of options to develop solutions to address identified clinical care needs in diabetes.
- Demonstrated history of mentoring clinicians undertaking diabetes education credentialing and organise and oversee student nursing placement programs.
- Demonstrated ability to follow conflict resolution processes to achieve a satisfactory outcome for issues arising in professional situations.