
POSITION TITLE	Diabetes Nurse Educator
CLASSIFICATION	Registered Nurse
AWARD	Public Health System Nurses and Midwives (State) Award

PURPOSE OF POSITION

Provide individualised excellent patient care within a community health environment to maximise the health outcomes for the patient.

Work as part of multi-disciplinary team to provide assessment and individual and group education to assist patients to improve and self-manage their diabetes, and to provide consultation and information to other clinicians, as required, to facilitate the management and care of patients with diabetes.

Key Accountabilities

- Assess individual patient needs and plan, implement and coordinate appropriate service delivery in a planned and systematic way and provide diabetes education programs to improve the health outcomes of individual patients or groups, including patients with complex issues, through consultation with other disciplines, primary carers and family support, when appropriate.
- Ensure the nursing care provided meets the required standards and is delivered in accordance with ANCSI competencies, legal and ethical parameters and with the policies, procedures and guidelines of the Australian Diabetes Educators Association, the HNE Health Charter and the NSW Health Code of Conduct.
- Monitor patients' needs to ensure the effectiveness of diabetes management and the strategies to prevent diabetes complications.
- Liaise with members of the multidisciplinary team to facilitate positive patient outcomes and to ensure seamless continuity of care and service for patients.
- Provide information and advice to patients, family and/or carers on resources available to patients and their carers, to ensure clinical interventions and service delivery processes are understood sufficiently to enable patients to make informed decisions in relation to their health needs.
- Participate in providing clinical in-service education to relevant HNE staff and external partners, and assist with the development of less experienced practitioners and other health care team members by providing support, guidance and direction.
- Maintain and develop capability through continuous professional development and maintain own professional development portfolio of learning and experience, and participate in professional development opportunities identified at appraisal interviews and other team discussions.
- Attend and actively participate in all relevant meetings and working groups.
- Have flexibility and preparedness to work across all diabetes sites.
- Gather data and statistics and reports and provide other documentation for evaluation and reporting purposes, as required.
- Maintain confidentiality and exercise discretion in relation to all HNELHD matters.
- Communicate sensitively with patients to identify their needs and advocate on behalf of patients and their families as and when required.
- Maintain accurate records of services in CHIME, DMR, Chronic Disease Management System (CDMS) database and other relevant information systems, as required, to meet legislative requirements and ensure continuity of safe patient care delivery.
- Consult with the patient, family/carers and GPs, and with other relevant health professionals in relation to their diabetes, as required.

- Provide administrative staff with accurate information to facilitate patient appointments, referrals and rescheduling.
- Act in accordance with the HNE Health Values Charter and the NSW Health Code of Conduct
- 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 and effectively managing time to ensure patient needs are met.
- Ensuring high quality service provision within resource constraints and taking personal responsibility for acting in ways that consistently place the patient at the centre of care delivery.
- Keeping up to date with current research in diabetes education and management and putting this into practice to maintain high quality evidence-based programs.
- Maintaining appropriate professional boundaries in providing clinical expertise in the management of complex clinical issues with multiple stakeholders.

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.

Communicate with multidisciplinary team regarding clinical and operational matters in the interests of good teamwork and high quality service delivery.

Key Internal Relationships

- Service Manager for operational management, professional leadership and support
- Medical staff for clinical leadership
- Administrative and clinical staff in Diabetes Service, the Acute Diabetes Service and relevant staff in other HNELHD Health Services.
- Other diabetes and general health service staff to support holistic service provision.

Key External Relationships

- Patients and carers regarding care.
- General practitioners and practice nurses.

- Pharmaceutical companies and Australian Diabetes Council for education, information and collaborative consumer-focussed care.
- Aboriginal Controlled Community Health Services and Primary Health Networks.

DECISION MAKING

The occupant of the position:

- Makes clinical decisions within the scope of practice of a registered Nurse and commensurate with knowledge and experience in diabetes.
- Consults with the Service Manager on major policy issues or conflicts arising in the course of his/her duties.
- Refers to the Service Manager, any decision that falls outside routine clinical and operational service delivery parameters and any unusual care requirements.

SELECTION CRITERIA

- Registered Nurse with current Authority to Practice with AHPRA, and with Australian Diabetes Educators Association (ADEA) accreditation or working towards same or willing to undertake upon commencement.
- Demonstrated understanding of the practical education and care management aspects of diabetes management.
- Demonstrated ability to proactively engage with patients to understand and meet their needs.
- Demonstrated organisational skills including ability to prioritise and work with minimal supervision and to complete tasks by agreed deadlines.
- Demonstrated ability to communicate effectively with other staff and to work as part of a multidisciplinary team, as well as independently, within professional and ethical boundaries.
- Demonstrated capacity to identify and work to resolve conflict situations.
- Computer literacy skills and knowledge of Patient Information Systems (iPMS, CHIME, DMR, CDMS).
- Demonstrated evidence of maintaining current knowledge of research and clinical practice advances in diabetes and demonstrated ability to apply and share knowledge and expertise in diabetes to practical clinical situations.