



West Wimmera Health Service

Position Description

Position:	Diabetes Educator
Location:	Based at Nhill, but may be required to work across all sites as mutually agreed upon
Reporting to:	Executive Director of Community Health
Division:	Community Health
Award:	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2016 – 2020
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality, patient centred health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Gorokey, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Total Care - *delivering care that is safe, effective and person-centred, always*

Safety – *providing a safe workplace and services free from avoidable harm*

Unity - *working well together in a great place to work*

Accountability - *doing the right thing by our stakeholders and ourselves*

Innovation – *using our imagination - if there's a better way we will find it*

Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• Diabetes Education Department Staff• Allied & Community Health Staff• Executive Director Community Health• Clinical Staff – Aged Care and Acute	<ul style="list-style-type: none">• Wimmera communities• Health and community organisations – local, regional and state-wide• External consultants and practitioners

Position Overview:

To provide Diabetes Education services to acute hospital inpatients, community clients and aged care residents.

Key Selection Criteria:**Essential:**

1. Effective communication and organisational skills
2. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme check)
3. Qualification in Division 1 Registered Nurse. Eligible for membership of the Australian Diabetes Educators Association.
4. Diabetes Educators Certificate.
5. Demonstrated Diabetes knowledge and skills.
6. Ability to work independently but also as a member of a team.
7. Excellent communication (written and verbal) and interpersonal skills, including the ability to prepare and deliver education to patients, families and staff.
8. Willingness to work in a rural setting.
9. Current Drivers Licence.

Desirable:

1. Credentialed Diabetes Educator or working towards becoming credentialed.
2. Previous experience working in Diabetes Educator position in hospital/healthcare setting.
3. Experience and understanding of issues specific to provision of services in rural and remote areas.
4. Awareness of the Accreditation process, in particular EQUIP.
5. Solid understanding of the Primary Health funding guidelines.
6. Competence in using computer programs including Microsoft Word, Excel, Outlook and other databases such as iCare, isoft and Uniti. Experience utilising the My Aged Care (MAC) portal is also desirable.
7. Knowledge and experience undertaking goal directed care planning.
8. Sound knowledge of health promotion and community education.
9. Demonstrated flexibility to manage a diverse caseload.

Key responsibilities:

- Effectively manage a Diabetes Education caseload across acute, aged care and community settings.
- Actively contribute as a team member to the effective operation of the Diabetes Education Department, including attendance at regular team meetings.
- Work effectively and collaboratively within the broader WWHS and Community Health Team context.

- Establish and maintain positive relationships with external agencies/organisations and strategic partners in relation to effective delivery of Diabetes Education Services and community development across the Wimmera.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.
- To co-ordinate and monitor the diabetes care of patients in both inpatient and outpatients settings.
- To ensure that Diabetes Education services are holistic and client centred, working with clients to achieve optimal quality of life and function.
- To plan, implement and evaluate education for both inpatients and outpatients with diabetes and their families.
- To liaise with Nursing, Medical and Allied Health staff in planning and implementing care for patients with Diabetes.
- To act as a resource person within the hospital setting in matters relating to the education and nursing management of patients with diabetes.
- To provide education on the management of patients with diabetes to nurses and other health professional staff.
- To ensure ongoing self-education in the education, care and management of people with diabetes so as to be able to provide quality, up-to-date care.
- To participate and co-ordinate research and quality activities with Diabetes Education Services.
- To contribute to updating departmental policies and procedures as required.
- To contribute to collecting and recording and evaluating of data within the Diabetes Education Services.
- Inpatients:
 - To identify patients with diabetes early in their admission and to facilitate discharge planning.
 - To provide education to patients with diabetes and their families in a timely manner.
 - To provide resource material for patients and families as required.
 - To provide support for discharge planning of patients with diabetes.
- Maintain client confidentiality and privacy.
- Work in accordance with the Australian Diabetes Educators Association Code of Conduct.
- Maintain a commitment to ongoing professional development including continuing membership of the Australian Diabetes Educators Association.
- Maintain appropriate files and records and ensure all documentation is completed and satisfies legal and policy guidelines.
- Complete a Goal Directed Care Plan for all clients who receive Commonwealth Home Support Package (CHSP) funding and document in their My Aged Care (MAC) file.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Update records and statistics in accordance with Commonwealth Department of Health and Ageing and Victorian Department of Human Services stipulations.
- In relation to service delivery modification that may not be addressed through Quality Activities, suggestions and evidence for practice changes to be collated and submitted for further discussion with the Executive Director of Community Health.
- Contribute to, and be part of, the organisational culture where teamwork, co-operation, client service, quality, safety and confidentiality are the focus.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities, including Accreditation, as directed by the Executive Director Quality & Safety.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, volunteers, service users and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By Executive Director of Community Health	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: