

Austin Health Position Description



Position Title: Credentialed Diabetes Educator and Care Manager, Diabetes Care-management and Assessment Service (DCAS), Health Independence Program (HIP)

Classification:	Registered Nurse Clinical Nurse Consultant (CNC), Grade 5
Business Unit/ Department:	Health Independence Program (HIP), Continuing Care Division
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020-2024
Employment Type:	Fixed-Term Full-Time 28/3/2022 - 25/11/2022
Hours per week:	38 hours + ADO
Reports to:	Operational: Team Leader – Complex Care Management (HIP) Professional: Director of Nursing (Repat Campus) Clinical: DCAS Endocrinologist
Direct Reports:	N/A
Financial management:	Budget: N/A
Date:	March 2022

About Austin Health

Austin Health is one of Victoria's largest health care providers. Comprising of the Austin Hospital, Heidelberg Repatriation Hospital, Royal Talbot Rehabilitation, Hospital in the Home and community-based health services; Austin Health is an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

Austin Health employs near 9,000 staff across its sites; including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff, and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services. The current annual operating budget is in excess of \$960 million.

Austin Health delivers vital state-wide services to all Victorians, including to diverse multicultural and veteran communities. It also provides community and specialty services to the people of Melbourne's north-eastern corridor in a safety-focused, team-oriented and stimulating work environment.

Austin Health's current vision is to shaping the future through exceptional care, discovery and learning.

Our values define who we are, shape our culture and the behaviours, practices and

mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve and we shape the future. www.austin.org.au/about-us
 Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

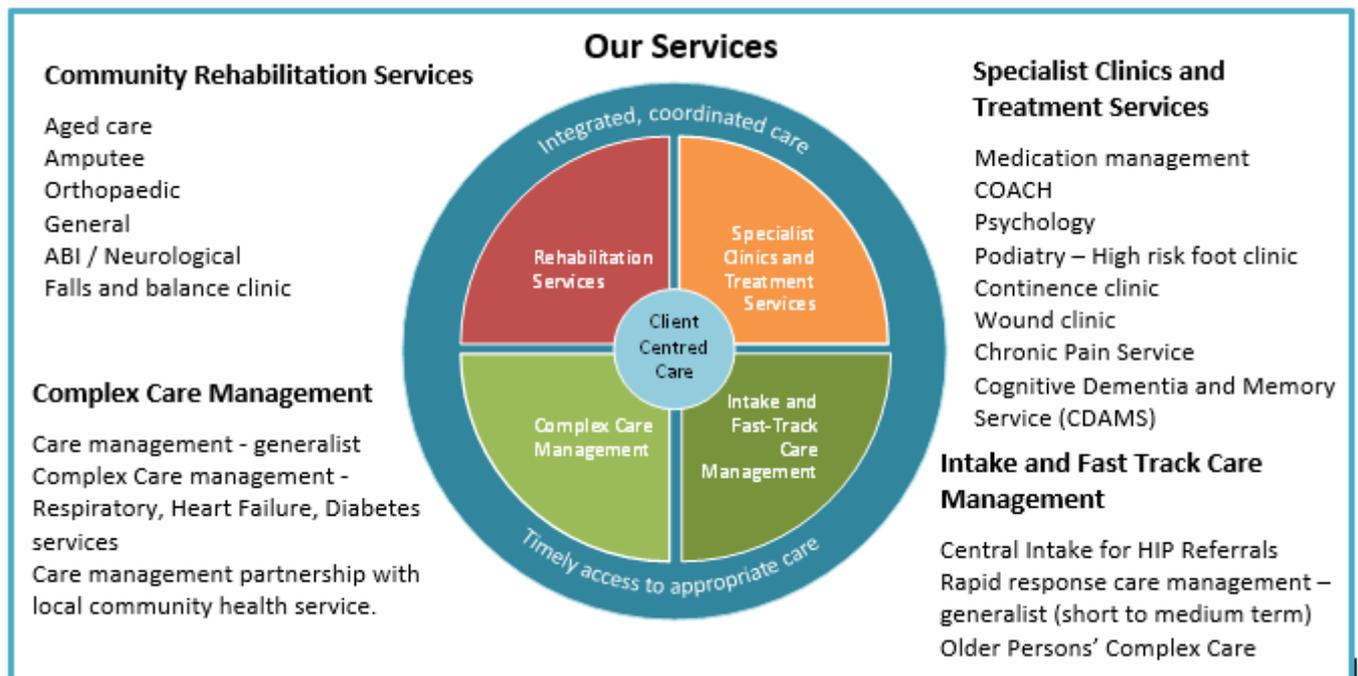
Position Purpose

The Diabetes Educator CNC (Grade 5) is responsible for the effective clinical nursing management of clients with diabetes who are living in the community, have chronic and complex care needs and are at high risk of unnecessary presentations to the Emergency Department or admission to the wards.

About the Health Independence Program (HIP)

The Health Independence Program (HIP) is funded by the Victorian Department of Health and Human Services and provides a range of services that deliver healthcare to support the transition from hospital to the home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community. The six components of HIP are; short term supports, ambulatory rehabilitation, access to specialist services, including specialist assessment, care coordination - short term or complex, complex psychosocial issues management and consumer self-management, education and support.

At Austin, our Health Independence Program is part of the Continuing Care Division. Our specific services include:



In accordance with the Nursing and Midwifery Board of Australia approved Standards for Practice for the Registered Nurse 2016, position accountabilities for the Registered Nurse described below. Comprehensive detail of the Standards is available at <http://www.nursingmidwiferyboard.gov.au>

RN professional Standards (NMBA):
<https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards.aspx>

Professional Stands ADEA:
<https://www.adea.com.au/resources/standards-position-statements-and-other-resources/>

Clinical Governance Framework of Austin Health
[Clinical Governance Framework Austin Health](#)

Direct Comprehensive Care

- Coordinates, negotiates and manages the transition of care of the selected client across the health care continuum.
- Acts as a resource person across all campuses of Austin health, promoting best practice in client care through clinical initiatives and service innovation.
- Demonstrates superior clinical expertise together with outstanding interpersonal negotiation and communication skills to assist with the achievement of client centered goals and the goals of HIP and Austin Health.
- Works closely with the Austin Health Endocrinology Department and Diabetes Education Services, other relevant departments and GP to ensure coordinated, flexible, integrated 'person centered' care.
- Contributes to clinical nursing service delivery and direction, clinical quality and risk, service performance and care standards within the area of speciality and/or responsibility.
- Delivers evidence-based nursing care that meets professional, organisational, legal and ethical standards in order to optimise health outcomes for the community.
- Implements comprehensive management of complex clients as required to minimise representations to hospital and/or prevent unplanned admission to hospital.

Support of Systems

- Analyses situations and makes appropriate decisions in a timely manner that meets the needs of clients, staff and the organisation.
- Is responsible for a timely response to referrals and manages and assists others in prioritisation and completion of tasks such as completion of necessary statistical data, including data entry to support financial recuperation as appropriate.
- Following referral, conducts initial comprehensive diabetes client assessments followed by phone and home-based re-assessment, monitors client goals (through care plan) and provides information and self-management education until it is appropriate to handover client to the GP and other community supports.
- Coordinates secondary triage of DCAS referrals including making DCAS appointments and implementing immediate intervention.

Professional Leadership

- Acts as a role model and expert clinician within diabetes specialty.
- Promotes a culture of innovation, education, excellence with policies and practices that support and recognise individual and collective team contribution.
- Demonstrates advanced knowledge specific to diabetes and superior consolidation of skills.
- Provides an efficient and client centered service in keeping with senior status and role.
- Communicates information and expectations clearly and concisely and in a way that builds effective and collaborative working relationships with others.
- Maintains a professional demeanor and serves as a role model for all nursing staff.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- Shares and disseminates expert knowledge.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a client centered model of care.
- Provides support and supervision to the Grade 4 CNCs (DCAS).
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Assumes leadership role to promote advancement of clinical practice (e.g. State or National working party, board membership).
- Maintains and updates own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.

Research & Quality

- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse and promote positive client outcomes.
- Provides clinical nursing expertise through knowledge of research, new developments and evidence-based practice in discipline specific and related areas.
- Obtains feedback to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Develops, implements and monitors quality improvement activities and ensures safe work practices within the department/service, in accordance with Austin Health Policies as varied from time to time.
- Identifies opportunities for process redesign and supporting staff in the implementation of redesign projects and activities.
- Uses clinical information systems to inform decision-making and evaluate outcomes.
- Identifies and contributes to quality improvement and research projects within the service.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Austin Health Guidelines.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.
- Ensures that Incident management systems are appropriately applied and a systematic response to local issues and performance improvement occurs.
- Contributes to the development of innovative policies and procedures in line with best practice guidelines.

- Ensures documentation meets legal, professional and organisational standards.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse):
<https://austinhealth.sharepoint.com/sites/oppic>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks.
- Comply with the Code of Conduct.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values.
- Registered Nurse with the Nursing and Midwifery Board of Australia.
- Post-graduate qualification in diabetes education and management.
- Currently working in Diabetes specialty.
- Credentialed with the Australian Diabetes Educators Association (ADEA).
- Research, publication and public presentation experience.
- Demonstrated negotiation, problem solving and analytical skills.
- Excellent communication skills: written, verbal and interpersonal.
- Demonstrated ability to work with a diverse and complex professional workforce. Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Current Victorian driver's license.

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aboriginalemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	