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# Mansfield District Hospital

## Position Description

### **CREDENTIALLED DIABETES EDUCATOR**

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## Mansfield District Hospital

### VALUES & EXPECTED BEHAVIOURS

The Mansfield District Hospital Values & Expected Behaviours are based on the *Application of Public Sector Standards, Fair and Reasonable Treatment Guidelines, Merit in Employment Guideline, Reasonable Avenue of Redress Guidelines and Code of Conduct for Victorian Public Sector Employees.*

We value our Staff and have faith that they will express a positive attitude by actively modelling and promoting our expected behaviours:

#### Quality

We believe that excellence of service and the provision of high quality, effective and accessible health services will be achieved by working in partnership with other health care providers to plan, strengthen and deliver innovative, cost-effective and integrated health care services.

#### **Behaviours to support value**

- Seeking to achieve best use of resources
- Maintaining professionalism in all our interactions
- We will demonstrate openness and fairness when dealing with others
- Use our knowledge and skills to perform our duties to the best of our ability

#### Integrity

We believe it imperative to be open, honest, transparent and ethical in our decision-making and business transactions to ensure equitable access to a safe, high quality healthcare service is available that upholds and respects the dignity and rights of all stakeholders.

#### **Behaviours to support value**

- Providing frank, impartial and timely feedback to requests for information
- Identifying and encouraging best practice in our interactions with colleagues
- Seek to resolve conflict rapidly and constructively
- We will honour confidentiality
- We will treat people equally
- Actively implementing, promoting and supporting human rights
- Making decisions and providing advice on merit without bias, caprice, favouritism or self interest

#### Support

We believe in providing a fair and equitable environment for our staff that supports access to education and training opportunities, fosters a culture of safety and teamwork, and values the experience and knowledge of all employees.

#### **Behaviours to support value**

- Being honest, open and transparent in our dealings with our colleagues
- Using powers responsibly
- Reporting improper or inappropriate conduct
- Identifying and avoiding conflicts of interest in our daily practice.
- We will treat others fairly and objectively considering all relevant facts and applying fair criteria
- Working to clear objectives in a transparent manner
- Our staff will ensure freedom from discrimination, harassment and bullying
- We will use our colleagues' views to improve outcomes on an ongoing basis.
- We will communicate courteously
- Discuss differences in a clear and calm manner
- Refrain from using behaviours that are abusive, intimidating and patronising

#### Sustainability

We believe that the future of our organization and of our community will only be enhanced by the development of genuine environmental sustainability initiatives.

#### **Behaviours to support value**

- Accepting responsibility for our decisions and actions
- Cultivating and maintaining relationships that support the goals of the organization
- Actively implementing, promoting and supporting our values

**MANSFIELD DISTRICT HOSPITAL**  
**POSITION DESCRIPTION**

**1. POSITION DETAILS**

<b>Position Title:</b>	Credentialed Diabetes Educator
<b>Classification:</b>	RN Grade 5 Clinical Consultant C Y2 ZA8
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2012-2016 or its successor
<b>Salary</b>	As per above Agreement
<b>Hours of Work:</b>	16 hours per week and as per roster
<b>Tenure:</b>	Permanent, part time
<b>Location:</b>	The position will be located at the Primary Care Centre, Mansfield District Hospital but may be required to work at any of the hospital's service delivery locations.

**2. JOB SUMMARY**

The Credentialed Diabetes Educators role is to promote optimal health and wellbeing for individuals, communities and populations at risk of, or affected by, diabetes using a range of specialised knowledge and skills. They integrate diabetes self-management education with clinical care as part of a therapeutic intervention to promote physical, social, spiritual and psychological wellbeing. Credentialed Diabetes Educators adopt a person centred approach when providing diabetes self-management education to those affected by diabetes to:

- Develop the knowledge, skills and confidence for the everyday management of diabetes
- Understand personal health risks
- Explore the meaning and implications of these risks in the context of personal, social and cultural influences and in terms of current lifestyle behaviours
- Activate the determination of a comprehensive self-management plan that will maximise health outcomes.

**3. REPORTING RELATIONSHIPS**

This position reports to the Director of Operations.

**4. KEY ACCOUNTABILITIES****Position Accountabilities:**

- To maintain accurate client records and statistical data
- To comply with the Mansfield District Hospital's policies and procedures to ensure professional accountability
- To participate in ongoing quality assurance activities, including maintenance and development standards, CPR and Infection Control
- To attend staff meetings and Health Promotion meetings as required.

**Professional Development**

- To identify professional development requirements and participate in appropriate courses, seminars, conferences relevant to the continuation of credentialing status.
- Demonstrate an ability to adjust treatment regimens (insulin and oral anti diabetic agents) in accordance with Department policy and within the scope of practice of the employee.
- To ensure membership in appropriate professional organisations in order to maintain contemporary level of professional knowledge and competence.
- Achievement of competencies for a Credentialed Diabetes Educator as prescribed by the Australian Diabetes Educators' Association
- Assessing the need for training and education of other staff and then delivering specialist clinical teaching and supervision to nurses, health care staff and students in the unit and nursing division as required.
- Carrying out research and development in the speciality. Providing specialist input to the development of clinical policies and procedures including their preparation. Providing advisory services to appropriate committees.
- Participating in the organisation's quality and accreditation programs, contributing to the processes whereby the quality of care of clients and residents is continuously improved. This includes examining own and others' nursing and health care delivery critically and incorporating the results of personal research or the research findings of others in the delivery of care.

**PROFESSIONAL RESPONSIBILITY AND ACCOUNTABILITY**

- Competence in practice measured by the Australian Diabetes Educators' Association
- Commitment to development of area of diabetes education including higher levels of skill demonstrated in clinical decision-making and maintenance and improvement of clinical standards.
- Commitment to personal development and to the development of the Organisation.

**PROFESSIONAL / ETHICAL PRACTICE**

Actions and interventions are accurate and safe, and demonstrate due regard for the theoretical concepts and principles underlying practice.

- Documentation conforms to legal and health service requirements.
- Actions reflect an awareness of legal implications of practice.
- Interventions are performed following adequate and accurate assessments.
- Clarification of, and/or suggested changes to policies, procedures, protocols and guidelines are sought and made.
- Practice is in accordance with the profession's code of ethics.
- Confidentiality of information is maintained.
- The client is an active participant in the process of care.
- Respect for individuals and their families in terms of cultural and social context are demonstrated.
- Recognises own knowledge base/ level of competence.
- Maintenance and improvement of personal and clinical standards.

**CRITICAL THINKING & ANALYSIS**

Acts to enhance the professional development of self and others.

- Continuing education is actively undertaken to maintain credentialing status.
- Quality activities are undertaken to enhance best practice.
- Role modelling to all other members of the health care team is demonstrated.
- Contributes to the education of other professionals e.g. being willing to provide at least one in-service education programme each year.
- Incorporates research findings into practice.
- Acts as a mentor or preceptor to lesser-experienced staff
- Acts as a resource person to others in relation to clinical practice.

**MANAGEMENT OF CARE**

Comprehensive and accurate assessments of clients are carried out.

- Appropriate assessment tools and strategies are used effectively.
- Data is analysed and interpreted accurately.
- Deviations from normal are acted upon appropriately and promptly.

A person centred plan of care is developed and documented in consultation with the client and relevant others.

- The plan identifies expected outcomes, including a timeframe.
- Responds to client and/or carer educational needs, referring to others where necessary.

Planned care is implemented, evaluated and assessed.

- Resources are utilised effectively and efficiently in providing care.
- Refers clients to appropriate community service providers promoting integrated diabetes services.
- Higher level of skills demonstrated in clinical decision-making – in particular in problem identification and solutions, and analysis and interpretation of clinical data.

**ENABLING**

Acts to enhance the safety of individuals and groups at all times.

- Environmental hazards are identified, rectified or eliminated and/or prevented where possible.
- Standards for Infection Control and Occupational Health and Safety are adhered to.
- Director Clinical Services is kept informed of issues and achievements in relation to health and safety issues.

Appropriate interpersonal relationships are developed with individuals.

- The individual is treated with dignity and respect at all times.
- Strategies that encourage independence are identified and utilised.
- Communicates effectively with individuals and groups.

Organises workload to facilitate planned care.

- Work is organised, co-ordinated and delivered according to priorities of care.
- Responds effectively in unexpected or rapidly changing situations.
- Emergency management practices and drills are participated in, according to hospital policy.
- Crisis interventions and emergency routines are implemented as necessary.
- Responds effectively and teaches others how to respond in unexpected/rapidly changing situations.

Establishes and maintains collaborative relationships with colleagues and members of the PCC team.

- The roles and functions of the team are recognised and understood.
- Contributes where required to ensure decisions made are appropriate and planned outcomes achieved, particular in reference to clinical speciality.

**Organisation Accountabilities:****Quality & Safety**

- All staff have a direct responsibility to ensure the organisation provides safe and high quality health services. It is also the responsibility of all staff to develop and maintain a working knowledge of the National Safety and Quality Health Service Standards (NSQHSS), Common Community Care Standards and Aged Care Standards relevant to their position.

**Occupational Health & Safety**

In order to comply with Occupational Health & Safety Legislation, each employee is required to:

- Adopt work practices that support the OH&S policy.
- Take reasonable care for his/her own health and safety and that of others in the workplace that may be affected by their actions.
- Participate in meetings, fire drills, training and other OH&S activities.
- Use equipment in compliance with relevant guidelines.
- Ensure that all incidents, hazardous conditions or injuries are reported immediately to the supervisor or relevant authority

**5. KEY PERFORMANCE OBJECTIVES**

- Provide Community education and health promotion programs that aim to prevent diabetes and diabetes complications
- Educate people with diabetes and their carers on the relationship between diabetes and other health conditions and how to prevent, recognise and treat short term and long term complications
- Provide healthy lifestyle advice including basic nutrition and physical activity taking into consideration psychosocial factors, their impact on self-management and how to address these factors to enhance diabetes education and care
- Individualise structured blood glucose monitoring regimens to assist people with diabetes, their carers and their health professionals to assess the effectiveness and evaluate lifestyle/medication interventions including linking them into and registering them with NDSS
- Educate people with diabetes and their carers in the role, options, safe use, side effects and storage of diabetes medications
- Initiate referral to a medical practitioner to optimise the medication regimen if required
- Input into policy and procedures relating to all aspects of diabetes education, management and care.
- Established and maintained their ability to work safely and competently and ensure OH&S responsibilities are met.

**6. KEY SELECTION CRITERIA****Essential**

- Registered Nurse – current Australian Health Practitioners Regulation Agency registration.
- Full membership of Australian Diabetes Educators' Association
- Achievement of competencies of a Credentialed Diabetes Educator in accordance with criteria as prescribed by the Australian Diabetes Educators Association
- Experience in community or primary health setting
- Demonstrated ability to work autonomously and in a multidisciplinary health care team
- Demonstrated knowledge of adult education principles
- Good communication skills – both written and verbal
- Competent Microsoft Office Word, Excel and Outlook skills
- Demonstrated commitment to the organisations values
- Current Working with Children Check

**Desirable**

- Previous experience working with UNITI

**7. PERFORMANCE REVIEW:**

A performance review will be conducted at least annually. The position description will form the basis for performance appraisal however specific key performance indicators may be developed in consultation with the supervisor. If performance does not meet expectations or additional staff development/ guidance is required, additional performance review meetings will be arranged. The employee can request additional performance reviews at any time, in writing, to the supervisor.

**8. OTHER CONDITIONS**

All hospital staff are required to have a pre-employment police check which must be renewed every three years

**9. RISK ASSESSMENT – Role Credentialed Diabetes Educator**

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the hospital

Aspects of Normal Workplace	Frequency	Comments
<b>Work Environment</b> <ul style="list-style-type: none"> <li>• Clinical Area for the management of clients</li> <li>• Administrative and office environments</li> <li>• Training facilities and rooms</li> <li>• Traveling or driving in cars</li> </ul>	Constant Occasionally Occasionally Occasionally	Core business activity May be away from the workplace
Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button.	Rarely	No Lift training to have been completed
Office area for the completion of reports, computer operation, phone usage, handwriting. Fully adjustable ergonomic equipment is available.	Constant	More than one area within each workplace
<b>Work Activity</b> Exposure to Substances. Hazardous substances are part of the hospital workplace (e.g. blood). Protective equipment and procedures are in place to prevent contact.	Intermittent	Atopic individuals are required to declare their condition for individual assessment
<b>Patient Handling</b> A “No-Lift” programme is vigorously supported at Mansfield District Hospital. Daily mobility assessments are required as a minimum. Whenever patient lifting is required the appropriate equipment <u>must</u> be used <ul style="list-style-type: none"> <li>• Reaching and stretching (e.g. bed making) more than 30cm</li> <li>• Bending forward (e.g. assisting with daily hygiene)</li> <li>• Bending forward squatting, assisting with activities of daily living (e.g. dressing)</li> </ul>	Constant  Rarely Rarely Rarely	Annual competency training is required  Can be spaced out over whole shift but usually only a few minutes at a time
<b>Clerical work</b> Handwriting of reports. Telephone conversations, computer operation which may include data entry	Intermittent	Substantial self-management over the duration of each episode
<b>OH&amp;S Management</b> <ul style="list-style-type: none"> <li>• Participation in hazard information identification and improvement strategies</li> <li>• Correct and safe use of all equipment</li> <li>• Correct and safe use of all protective equipment</li> <li>• Follow safe working procedures and systems</li> </ul>	Continual Continual Continual Continual	Includes but not restricted to: <ul style="list-style-type: none"> <li>▪ Hazard Reports</li> <li>▪ Electrical equipment</li> <li>▪ Use of gloves</li> <li>▪ Emergency procedures</li> </ul>
<b>Work relationships</b> <ul style="list-style-type: none"> <li>• Professional interaction with medical, nursing and admin staff</li> <li>• Interact with colleagues and other hospital staff</li> <li>• Members of the public</li> <li>• Patients and relatives</li> </ul>	Continual Continual Continual Continual	

<p><u>Training</u></p> <ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Emergency Management</li> <li>• CPR</li> <li>• Attendance at seminars and conferences</li> </ul>		<p>No Lift training includes maneuvering equipment (which may be on carpet)                  May involve lifting 13kg fire extinguishers                  Involves bending over for short periods of time                  May involve sitting for extended periods of time</p>
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**This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.**

**As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation’s policies and procedures.**

**Signature**.....

**Name:** .....

**Date:** .....