

POSITION DESCRIPTION

Template Version: 20190601

1 - POSITION DETAILS

Position Title	Diabetes Educator
Position Number	PH-DE-00001- Diabetes Educator
Enterprise Agreement / Award	Victorian Stand Alone Community Health Centres, Allied Health Professionals Multi-Employer Agreement 2017-2021 OR Victorian Community Health Sector (Audiologists, Dietitians, Pharmacists, Psychologists) 2018-2021
Employment Status	Permanent Part Time (0.6 EFT)
Classification Level / Grade	AHP Grade 2, Year 2 OR Dietitian Grade 2
Service Area	Primary Health
Team	Integrated Care
Location	Parkdale, Working across sites is required
Line Manager	Manager Integrated Care
Supervises	Nil

2 – ABOUT US

CBCHS is a for-cause, not-for-profit organisation providing a wide range of allied health, dental, child development, disability and aged care services to more than 15,000 clients every year in and around the City of Kingston. Many of our clients are differently abled, socially isolated, financially disadvantaged or exposed to other socio-economic vulnerabilities. Our head office is in Parkdale with programs and services also offered at Chelsea, Clarinda, Mentone, Cheltenham, Clayton and Edithvale.

We are a values driven organisation with a reputation for service innovation and quality. We are a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

Please visit our website for more information www.cbchs.org.au

3 - POSITION PURPOSE

The Diabetes Educator provides diabetes specialist assessment and implements management strategies in order to improve health outcomes, prevent complications and avoidable hospital presentations for clients with diabetes.

CBCHS supports client self-management using motivational interviewing techniques with clients considered to be at the centre of their care planning and empowered to be in control of their health care decisions. The role will involve utilising evidence based assessments to determine individual capabilities, health goals and apply professional expertise to build personal capacity, maximise independence and quality of life.



4 – KEY RESPONSIBILITIES

Clinical/ Professional

- Comprehensive evidence-based diabetes specific assessment, intervention, education and management;
- Facilitation of client generated goals, that are realistic, time limited and based on addressing health and wellbeing needs;
- Monitor health outcomes and plan for the transition and exit from the program, ensuring appropriate long term community supports are in place on discharge;
- Provide consultation about diabetes care to other health professionals including staff from other relevant services;
- Undertake health education activities in community settings to promote diabetes awareness, management and prevention;
- Effective representation and participation in designated meetings including team meetings and case conferences;
- Actively participate and contribute to the ongoing development of effective working relationships with internal and external stakeholders;
- As part of a team, undertake other relevant duties, projects as directed by line manager.

Measurement and Reporting

- Contribute to the effective functioning of the service by ensuring that accurate and appropriate documentation of client information and educational material is maintained;
- Maintain accurate medical and statistical records in accordance with CBCHS policy and procedures. This includes maintaining relevant databases such as TRAK;
- Ensure that practice, including case load is consistent with the stated outcomes of CBCHS.

Quality Assurance

- Identify, develop, implement and evaluate quality improvement activities in relation to specialist area and organisational initiatives as directed by the General Manager or Manager Integrated Care;
- Contribute to and participate in the development of policy and procedures within a continuous improvement framework.

Team Responsibilities

- Effective representation and participation in Integrated Health Team meetings and clinical meetings if requested;
- Effective liaison with other community services and professional staff to promote cooperative professional relationships and ensure optimal client care;
- Undertake other relevant duties, projects and initiatives, which are consistent with skills, competence and training.

5 – ORGANISATIONAL VALUES

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

Respect

For each individual, families and for the diverse cultures within our communities.

Empowerment

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.



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Collaboration

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

Quality

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

Transparency

In how we operate, particularly in how we make decisions and communicate.

6 – ORGANISATIONAL RESPONSIBILITIES

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

OHS

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

Continuous Quality Improvement

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

Duty of Care

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

Code of Conduct

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

Community Participation

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.

7 – WORKING RELATIONSHIPS

Direct Reports:

- Nil.

Other Internal working relationships include:

- Manager Integrated Care;
- Other Managers;



- Integrated Diabetes Education multidisciplinary team;
- Other CBCHS Employees.

External working relationships include:

- Clients and service users of CBCHS;
- Other organisations and agencies.

8 – KEY SELECTION CRITERIA

Qualifications & Experience

- Tertiary qualified Allied Health professional with current AHPRA, APD or ESSA registration;
- Post Graduate Certificate in Diabetes Education in a course accredited by ADEA (Australian Diabetes Educators Association);
- Current credentialed status with ADEA.

Knowledge & Skills

- Extensive experience in the education and support of clients newly diagnosed and living with type 1 and type 2 diabetes is essential;
- Experience with the facilitation of group education in a peer learning context, use of motivational interviewing and self-management approaches;
- Demonstrated ability to work both independently and as part of a team;
- Highly developed interpersonal skills, computer literacy;
- Ability to build effective working relationships, develop communication links, and establish effective professional networks;
- Demonstrated high level problem solving ability and successful planning and provision of care for clients with diabetes and their carers;
- Ability to work collaboratively with the line manager to assist the team to achieve outputs and agreed deliverables;
- Demonstrated ability to be flexible and adaptable to changing priorities and objectives while maintaining objectivity and professionalism.

Desirable skills :

- Experience with advanced diabetes technologies: continuous glucose monitoring, continuous subcutaneous insulin infusion pump therapy.

Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable
- Disability Code of Conduct Acknowledgement – if applicable
- CBCHS Child Safe Code of Conduct Acknowledgement
- Working with Children Check - if applicable
- NDIS Worker Screening Check – if applicable
- Professional Registrations if applicable
- All employees must be either an Australian Citizen, Permanent Resident or have an appropriate Australian Visa that will legally enable them to fulfil the obligations of the contract of employment.