Job Description Credentialed Diabetes Educator – Registered Nurse (Div1)

Position profile:
The Diabetes Educator position works closely with staff at all centres to provide a comprehensive general practice service for the people with diabetes and their families. There is a high expectation that clinical staff operate in a collaborative team approach to all clients with chronic disease. The Credentialed Diabetes Educator (CDE) is required to be flexible, multi-skilled and able to work with a diverse range of individuals, groups and community agencies. This role is for staff prepared to learn, take on new skills, responsibilities and the challenges of change in the primary health care setting. Diabetes Education is delivered through chronic disease programs funded through Medicare MBS item numbers by the CDE and the GP service provider. The role of diabetes educator incorporates activities such as advanced clinical care, coordination of care, self-management support, education of clinical staff and patients, running education and support groups and professional development.

Performance appraisal: three months after commencement and every 12 months thereafter.

Key criteria
Essential:

- Registered nurse (Div 1) AHPRA licensed to practice
- Credentialed Diabetes Educator with ADEA
- At least four years of experience in diabetes education and management including hospital, community and general practice.
- Basic CPR Certificate (current)
- Must maintain credentialing elements and meet all criteria for re-credentialing.
- Must be able to obtain Medicare Provider numbers for sites.
- Obtain and maintain own indemnity insurance.
- Positive, polite and professional demeanour.
- Professional presentation and representation.
- Outstanding interpersonal skills.
- Be able to work independently with little supervision.
- Be able to work in a team as a lead member in diabetes education and management.
- A strong background in chronic disease management and patient assessment.
- In-depth knowledge about current diabetes treatment management.
• Ability to develop a collaborative, therapeutic alliance with individuals. Able to lead and effectively manage groups.
• Experience in working with patients of multicultural and indigenous backgrounds.
• Experience in adult education theories and change theories.
• Experience in Type 1 Diabetes Mellitus early recognition in primary care and emergency management for Diabetes Ketoacidosis (DKA).
• Experience in Type 1 Diabetes Paediatrics and adult education and management.
• Experience in management of Gestational Diabetes.
• Experience in early recognition in primary care setting and emergency management of hyperglycaemic hyperosmolar syndrome (HHS).
• Experience in Type 2 Diabetes Mellitus education and management.
• Experience in Pre-diabetes education.
• Strong pharmacology of diabetes medications including competence in insulin titration, problem solving and guidance.
• Experience in Medicare Benefits Schedule for diabetes education item numbers.
• Ability to develop diabetes systems within general practice and strengthen delivery of services.
• Ability to coach and mentor staff in diabetes education and management.
• Ability to perform program audits and make system changes for ongoing quality improvement measures.
• Demonstrated life-long learner engaged in ongoing studies, research or involvement in diabetes education and management.

Desirable:
• Competence in the use of Best Practice Software
• Experience in similar role in community based setting
• Experience with specific groups serviced by practice, including infants, children, adolescents, aged care, Aboriginal and Torres Strait Islanders
• Bilingual
• Experience in critical care or emergency nursing environments.
• Experience in primary care environment within a multicultural environment
• Experience in immunisations.
• Experience in performing Pap Smears, ECG, injections and a variety of nursing procedures.
• Experience in research.
• Current Advanced Life Support Certification
• Management background within a clinical setting
• Training or experience in Medicare Item Numbers.
• Member of Australian Practice Nurses Association.

Reports to: Dr Hao Pham, for clinical matters. Practice Manager in centre for management matters. Nurse Manager for nurse administration matters.
Job requirements

1. Expert service delivery
   - Communicate with SFMC staff to ensure clients are referred to diabetes services appropriately and are provided service in a timely manner.
   - Monitor waiting list and make appointments according to needs of the clients referred
   - Assess and provide diabetes care, determine eligibility for service and make referrals where appropriate.
   - In consultation with the client, develop an appropriate treatment plan and goals to achieve success.
   - Provide diabetes education and care interventions for people with diabetes in an individual and group setting.
   - Provide feed-back and communication where clients are involved with other services.

2. Administration & Organisation
   - Maintain client records and some statistical requirements by coding within the parameters of the BP Program
   - Observe SFMC policy and procedures, Medicare regulations, professional guidelines and standards as indicated by registration with the AHPRA and credentialing as a Diabetes Educator Nurse.
   - Participate in SFMC continuous quality improvement activities and planning processes.
   - Collaborates with individuals, groups, general practitioners, other general practice staff and health care providers in the development and review of guidelines, protocols or templates
   - Perform other relevant clinical duties as directed by GP, Practice Manager and Nurse Manager.
   - Considers the ongoing implications of the health of individuals and groups beyond the immediate episode of care.
   - Regularly reviews and updates individuals and group information and resources.

3. Uses best available research to inform clinical care management.
   - Participate in Professional Development relevant to Diabetes, Chronic Disease and Self-Management.
   - Collaborates with the general practice network, general practice and health product provider representatives to access current information
   - Initiates changes to practice guidelines and protocols based on evaluation of research outcomes and evidence
   - Participates in research taking place in the general practice setting.
   - Participates in practice accreditation processes.
4. Demonstrates proficiency in the use of information management technology and systems to inform clinical care management.
   - Understands the funding, billing and business systems used in the general practice
   - Participates in practice accreditation processes
   - Updates practice and clinical policies and procedures.

5. Ensures clinical nursing decisions are communicated to the general practice team.
   - Appropriately refers clients to general practitioners
   - Collaborates with general practitioners to develop guidelines and protocol
   - Is actively involved in community meetings, case conferences and care planning.

6. Participates in shared decision making about care delivery with individuals, groups and members of the general practice team.
   - You will be required to perform your duties at one or all of our practices being: Basin View, Culburra Beach, Vincentia and Worrigee Medical Centres. This includes the cover other staff members leave, sick days, or for additional training.
   - In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required by the employer.
   - Attend and contribute to practice meetings
   - Address safety and quality issues for individuals, groups, and others working in the general practice.

7. Recognises the need for ongoing education and training to maintain competence for nursing practice.
   - Uses self assessment and at least annually, peer review, to regularly assess own competence for practice within the agreed scope of practice.
   - Educates nurses and students of general practice health care.
   - Maintains skills in cardiopulmonary resuscitation and other first aid required in the setting.

**Employment conditions:** as per employment contract and general terms and conditions.

General terms and conditions include practice policies in relation to staff conduct, staff induction, privacy, occupational health and safety, and termination of employment.

Job Description reviewed annually in accordance with changes to Medicare MBS and the Australian Diabetes Educators Association (AEDA).