Position Description

Position Title	Paediatric Diabetes Nurse Educator
Position Number	30003706
Division	Community and Continuing Care
Department	Diabetes Education
Enterprise Agreement	Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
Classification Description	Clinical Nurse Consultant A - B
Classification Code	ZF4 – ZJ4
Reports to	Team Leader Diabetes Education
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health
As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

Bendigo Health is seeking a suitably qualified and experienced Credentialed Diabetes Nurse Educator (CDNE) to provide education and support for people with diabetes and their carers. The role incorporates activities such as advanced clinical care, coordination of care, self-management support, delivering education and professional development.
The position of diabetes nurse educator requires the flexibility to work shifts Monday to Sunday 8.00am to 4.30pm as the service requires

Responsibilities and Accountabilities

Key Responsibilities

Clinical Practice	- Uses clinical knowledge and follows triage processes in responding to and prioritising referrals as relevant to work area. - Able to work independently within scope of practice to undertake assessments and identify education and coordination of care needs for patients / clients with diabetes to build self-management capabilities as relevant to the various patient populations along the continuum of care (rotations across work areas). - Work collaboratively with the multidisciplinary team to deliver safe client-focused care, liaising with health professionals and agencies internal and external to Bendigo Health regarding clinical management where necessary. - Provides clinical handover in line with Bendigo Health policies and procedures to client care is maintained. - Delivers care to individuals and groups via a range of mediums such as face to face, and telehealth/ other technologies. - Develop skills and experience with a wide range of diabetes technologies including insulin pumps and continuous glucose monitoring and related databases. - Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements and professional practice standards. - Complete required program reporting and statistical records. - Demonstrate understanding of ethical and cultural issues and vulnerable population groups and integrate this into practice. - Practices within a professional, ethical and evidence-based nursing framework. - Observe safe working practices and as far as able, protect own and others' health and safety. - Maintain ADEA credentialling status as diabetes nurse educator once achieved.
Education and Counselling	- Demonstrates effective communication and counselling skills to facilitate informed decision making by people with diabetes. - Understands and applies evidence-based education and techniques relevant to the demographic and health literacy needs of the individual/ their carers with diabetes to support behaviour change and self-management capabilities. - Works proactively to prioritise and manage competing demands, in collaboration with others. - Demonstrates a comprehensive understanding and application of cultural competency and safety principles to maximise therapeutic relationships and outcomes for clients.
Research, Quality Improvement and Professional Development	- Demonstrates ability and willingness to take initiative and to collaboratively contribute to service improvement work with the team leader and multidisciplinary team to continually improve the diabetes service in a planned, coordinated and evidence informed manner. - Critically appraises and reflects on own individual knowledge and skills to identify and document learning and development goals (including referring to the Levels of

	competency 1-3 for each domain of the National Competencies for Credentialled Diabetes Educators, ADEA). - Remains abreast of the evidence base and translates into own clinical practice, and shares knowledge and encourages this in others.
Management and Administration	- Demonstrated professional oral and written communication skills and works collaboratively in an interdisciplinary / multidisciplinary environment. - Demonstrates a strong knowledge of pathways of care for people with types of diabetes and can effectively support clients in navigating access to appropriate care. Supports junior staff in the development of their knowledge. - Demonstrates a high level of accountability for competing clinical and non-clinical tasks, utilises resources appropriately and seeks help when needed. - Protects the confidentiality of clients and adheres to Bendigo Health policies, procedures and professional practice standards. - Complete all mandatory and required training and professional development requirements. - Contributes to or leads (dependant on experience) the development of policies and procedures that support efficient and equitable diabetes service delivery in collaboration with team leader/ manager.
Leadership and Advocacy	- Demonstrates clinical leadership in areas of established knowledge and skills in education, management and care of people with diabetes, including engaging in/ leading clinical portfolios or representing service depending on level of experience. - Advocates effectively for clients and educates as appropriate other health professionals about the management of diabetes. - Recognises situations that may lead to conflict, constructively addressing them as they arise, and where required escalating for advice and resolution in line with Bendigo Health's procedures and values. - Actively engages in mentoring relationship for own learning and development. - Provides formal mentoring and clinical supervision support to junior staff, as delegated. - Supports the clinical orientation of new educators to develop their knowledge of relevant Bendigo Health and diabetes service policies and procedures and use of clinical systems.

Key Selection Criteria

Essential

1. Current Division 1 Nursing Registration with Australian Health Practitioner Regulation Agency (AHPRA) and a has completed a post graduate qualification in Diabetes Education and Management.
2. Current Australian Diabetes Educators Association (ADEA) credentialing status.
3. Demonstrated experience in diabetes clinical practice, education and management in acute, and outpatient/ community settings with excellent consumer engagement and advocacy skills.
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing specialist knowledge within the scope of practice of a diabetes nurse educator.
5. Demonstrated ability to build knowledge and skill competencies as a diabetes nurse educator through reflective practice, goal setting and professional learning.
6. Demonstrated ability to work autonomously with highly developed skills in organisation, time management, planning and priority setting.

7. Highly developed verbal, written and interpersonal communication skills including experience using digital clinical systems with the ability to efficiently learn to use new systems.

Desirable

8. Demonstrate experience in the clinical leadership, evaluation and implementation of quality improvement or research activities.
9. Experience in providing clinical supervision and mentoring to junior staff working towards ADEA credentialling status or staff progressing through the competency levels as a credentialled diabetes nurse educator.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.