



Position Title:	Credentialled Diabetes Educator	
Supervisor:	Senior Manager Programs & Services	
Program / Funding:	Emerging Priorities - Additional Diabetes Educator	
Classification:	Administration Grade 7/ Nurse 6	
Salary:	Admin 7.1 - 7.4 Base Salary: \$102,789 - \$110,157 Total Salary: \$115,143 - \$123,397	RN 4.1 - 4.3 Base Salary: \$104,623 - \$112,401 Total Salary: \$117,198 - \$125,911
	(Note: Total salary includes leave loading and superannuation)	
Location:	Various Clinic Locations	
Date Reviewed	April 2021	

**ROLE PURPOSE:**

The Diabetes Educator will enable people living in the community to self-manage their diabetes and optimise their health and wellbeing. The Diabetes Educator will be responsible for the provision of high-level service to people in Danila Dilba Health Services (Active Mob Program and other areas). The diabetes Educator will contribute to the planning, development, and implementation of programs/services with an emphasis on continuous quality improvement.

**OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT**

**Background**

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural, and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

**PRIMARY RESPONSIBILITIES:**

**Strategic Imperatives**

- Awareness and understanding of DDHS strategic plan.
- Contribute to the development and implementation of strategies designed to meet organisational objectives.

**Client Care**

- Work with a large Multi-Disciplinary Team in a collaborative manner to -
  - Provide diabetes and self-management guidance and education to pre-diabetics, type 1, type2, and gestational diabetic patients. Develop individualised diabetes education plans for patients in collaboration with medical provider and monitor adherence to plan. Individualised education plans shall consider different cultural, physical, cognitive, and literacy levels of patients and families and meet evolving needs of patient.
  - Plan, develop, and implement individual and group diabetes education strategies for patients through their life span and their families and caregivers, in collaboration with the multi-disciplinary team.
  - Provide nutritional counselling for weight control and diabetes management. Use comprehensive knowledge of nutrition to assist patients with meal planning. Teach patients to manage blood glucose with carbohydrate counting and to manage weight with calorie counting.
  - In collaboration with Active Mob Team, develop a physical activity plan that accommodates patients' needs, abilities, and self-management goals, and monitor progress.
  - Assist medical provider in assessing need for, and frequency, of self-glucose monitoring and teach patients self-glucose monitoring. Monitor adherence to plan. Assist medical provider in evaluating blood glucose logs in conjunction with diet diaries at provider visits.



- Instruct patients and family members on medication safety including preventing, recognizing, and treating hypoglycaemia. Teach how to administer insulin. Assist medical provider in adjusting oral medication and insulin doses according to blood glucose measurements, dietary habits, and individual barriers to care.
- Work with patient and the care team to ensure patient has access to medications and does not run out of insulin or other medications and to ensure patient keeps appointments with medical provider and CDE for diabetes monitoring.
- Identify individual social and emotional barriers (such as depression) to compliance with treatment plan, and refer patient to appropriate team member, such as case manager and/or integrated behavioural health counsellor.
- Assist in the development of policies and procedures for diabetes and health education guidelines.

#### **Service Quality and Continuous Improvement**

- Participate in service reviews and evaluations to ensure services are routinely evaluated and stakeholder surveys are undertaken and acted upon
- Contribute to the implementation / review of policies, procedures and required practices.
- Identify issues and problems that may impact on work objectives and modify approach to respond to changes in requirements.
- Contribute to a culture of innovation, quality, and continuous improvement across the organisation.
- Actively participate in DDHS' Continuous Quality Improvement (CQI) processes to ensure improved quality and service delivery outcomes.
- Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

#### **Human Resources Management**

- Participate in cross-cultural education as well as assist and participate in staff induction and orientation.
- Participate in work partnership agreements.
- Participate in relevant training and professional development activities to further enhance skills and knowledge required for the position.

#### **Communication and Teamwork**

- Maintain a positive work environment along with harmonious and cooperative relationships with fellow employees, management, and clients.
- Ensure all interactions with clients and staff show appropriate responses to their needs and demonstrate the application of DDHS' code of conduct.
- Contribute to the efficient and effective functioning of the workplace to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, helping team members as required.
- Be responsible for maintaining your own professional work ethics and participate in staff meetings in a constructive manner.

#### **Safe Practice and Environment**

- Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures.
- Proactively address WH&S hazards, incidents, and injuries.
- Regularly monitor and review practices and the work environment to ensure a healthy and safe workplace in accordance with DDHS policies and procedures and legislative requirements.
- Comply with established DDHS clinical standards, policies and protocols including (but not limited to); cold chain management; infection control; and DD Medicines Guidelines

#### **Information Management**

- Comply with DDHS Privacy and Confidentiality of Health Information Policy.
- Ensure all documentation, records management and the health information system database are maintained and completed in accordance with established standards, policies, and protocols to ensure continuity of care.
- Keep appropriate records and prepare performance reports to meet funding and management reporting requirements.

#### **Organisational Responsibilities**

- Adhere to all organisational policies, procedures, standards, and practices e.g., Work Partnership Agreement; information and records management; confidentiality.
- Act only in ways that advance DDHS objectives, values, and reputation and with honesty, integrity, and good faith.
- Other duties as required, consistent with skills and experience, as directed by the Supervisor.



**SELECTION CRITERIA:****Essential:**

1. Qualification as a health professional (e.g., Nurse/ Pharmacist) and current registration with AHPRA.
2. Australian Diabetes Educators Association (ADEA)-Credentialed Diabetes Educator or working towards credentialing.
3. Experience working with Adults with Type 2, Type 1 Diabetes and Women with Gestational Diabetes to facilitate and support self-management: including Endocrinology specialist support.
4. Proven ability to independently plan, prioritise and complete a high-volume complex workload within a changing environment.
5. Demonstrated awareness and understanding of Aboriginal culture and proven experience in working effectively with patients and families/carers of diverse cultural and social backgrounds.
6. Proven high-level communication and interpersonal skills, including well developed negotiation and conflict management skills, with significant experience working in a team environment to achieve quality outcomes.
7. Proven ability to initiate, implement and complete continuous quality improvement and service development activities; and,
8. Demonstrated high standard of written skills in the preparation of reports, general correspondence and recording client notes, and a clear understanding of confidentiality.

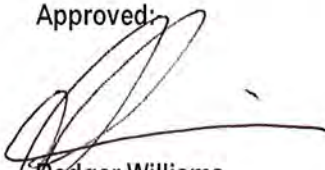
**Desirable:**

1. Experience working in an Aboriginal Community Controlled Health Organisation.
2. Experience working in a Multi-Disciplinary Team.

**Appointment Factors:** (Appointment is subject to)

1. Full rights to work in Australia.
2. Willing to undergo a Police Check.
3. Ability to obtain a Working with Children Clearance (Ochre Card).
4. Current driver's licence, and
5. Current First Aid and/or CPR certificate or the preparedness to gain one.
6. Fully vaccinated against COVID-19

Approved:



Rodger Williams

Head of Operations

Date: 10 / 6 / 22

Created / Reviewed by:	Approved	Changes
Services Coordination Manager, April 2021	Head of Operations. April 2021	Remuneration – Supervisor – Amended to reflect change in structure. Primary responsibilities – amended to reflect standard wording updated. Essential Criteria – amended to reflect credentialling.

