



## ROLE DESCRIPTION

<b>Role Title:</b>	Clinical Nurse Diabetes Education
<b>Classification Code:</b>	Registered Nurse Level 2 – RN2C
<b>LHN/ HN/ SAAS/ DHW:</b>	Central Adelaide Local Health Network
<b>Hospital/ Service/ Cluster</b>	RAH and TQEH
<b>Division:</b>	Medical Directorate
<b>Department/Section / Unit/ Ward:</b>	Diabetes Education Service
<b>Role reports to:</b>	Nurse Unit Manager
<b>Role Created/ Reviewed Date:</b>	August 2024
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children’s Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

Provides specialist Diabetes Nursing Education services in a variety of health service settings which has been consolidated by experience and/or further study with staff at this level developing from competent to proficient practitioners.

Accepts accountability for their own practice standards in the area of Diabetes Nursing Education, activities delegated to others and the guidance and development of less experienced staff.

The Clinical Nurse role at this level continues to be predominantly clinical in nature; however employees are assigned appropriate portfolios. The allocation of portfolio responsibilities should be negotiated with each employee and be consistent with the career development plan for the employee as determined by their performance review/development plan.

### Direct Reports:

The Clinical Nurse:

- > Reports to the Nurse Unit Manager (Level 3).

**Key Relationships/ Interactions:**

Internal

The Clinical Nurse:

- > Maintains a close working relationship with the Associate and Nurse Unit Manager.
- > Maintains cooperative and productive working relationships within all members of the health care team
- > Supports and works collaboratively with less experienced members of the nursing team

External

Works closely with external partners to support discharge from hospital and ongoing care in the community.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Keeping up to date with and implementing new Diabetes technologies, monitoring evidence based practice, and quality management initiatives consistent with organisational policies
- > Dealing appropriately and relevantly with patients where there are multiple complexities, diverse cultural backgrounds and expectations of clients
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.

**Delegations:**

*(Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by Departmental delegations and policies.)*

- > Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

## General Requirements:

\*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009 (SA)* and Regulations
- > *Controlled Substances Act 1984 (SA)* and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > SA Health/LHN/SAAS policies, procedures and standards.

## Handling of Official Information:

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### Special Conditions:

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- > **Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.**
- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCC must be renewed every 5 years from the date of issue; and for "Approved Aged Care Provider Positions" every 3 years from the date of issue as required by the *Accountability Principles 2014* issued pursuant to the Aged care Act 1997 (Cth).
- > For appointment in a *Prescribed Position* under the *Child Safety (Prohibited Persons Act (2016))*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/ indirect patient/ client care	<ul style="list-style-type: none"> <li>&gt; Provide proficient, person centred, clinical nursing care and/or individual case management to patients/clients in a defined clinical area;</li> <li>&gt; Monitoring patient/ client care plans to ensure appropriate care outcomes are achieved on a daily basis;</li> <li>&gt; Oversee the provision of nursing care within a team/unit.</li> <li>&gt; Required to, within pre-determined guidelines, and in a multi-disciplinary primary health care setting, assess clients, select and implement different therapeutic interventions, and/or support programs and evaluate progress.</li> </ul>
Support of health service systems	<ul style="list-style-type: none"> <li>&gt; Assists and supports the Nurse Unit Manager or equivalent in management, clinical, and education activities;</li> <li>&gt; Plan and coordinate services including those from other disciplines;</li> <li>&gt; Act to resolve local and/or immediate nursing care or service delivery problems;</li> <li>&gt; Support change management processes.</li> <li>&gt; Required to contribute to a wider or external team working on complex or organisation wide projects such as clinical protocols, guidelines and/or process mapping.</li> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Participate in clinical teaching, overseeing learning experience, and goal setting for students, new staff and staff with less experience;</li> <li>&gt; Assist the Nurse Unit Manager and Nurse Educators to maintain a learning culture by being a resource person, encouraging reflection and professional development, and assisting others to maintain portfolios/records of learning.</li> <li>&gt; Required to participate in and/or provide clinical teaching and/or research.</li> </ul>
Research	<ul style="list-style-type: none"> <li>&gt; Participate in clinical auditing, clinical trials and/or evaluative research;</li> <li>&gt; Integrate advanced theoretical knowledge, evidence from a range of sources and own experience to devise and achieve agreed patient/client care outcomes;</li> <li>&gt; Assist the Nurse Unit Manager or equivalent to maintain and record monitoring and evaluative research activities in the ward/unit.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>&gt; Promote continuity and consistency of care in collaboration with the Nurse Unit Manager or equivalent of the ward/unit/service;</li> <li>&gt; Provide shift by shift leadership in the provision of nursing/midwifery care within a team or unit and facilitate patient flow;</li> <li>&gt; Act as a resource person within an area based on knowledge, experience and skills.</li> <li>&gt; Required to undertake specific activity and/or portfolio responsibility.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

#### **Personal Abilities/ Aptitudes/ Skills:**

- > Demonstrated genuine passion to care and teach people with diabetes, with a focus on patient centred care and supporting patients to manage their health condition independently wherever possible.
- > Ability to initiate own diabetes professional development and demonstrate continuous learning.
- > Effective communication, problem solving, conflict resolution and negotiation skills when working with patients who may have complex care needs.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to prioritise workload and meet set timelines, whilst working under minimal supervision.
- > Ability to be creative, innovative and flexible when approaching issues within the clinical setting.

#### **Experience**

- > Registered Nurse with at least 3 years, full time equivalent, post registration experience in an acute setting i.e. acute care hospital.
- > Demonstrated competence in acute/ subacute or community care and in the care/ education of patients with diabetes in accordance with the appropriate standards of practice.
- > Experience in the leadership and direction of student nurses, enrolled nurses and less experienced registered nurses.
- > Experience to actively seek, implement and evaluate quality improvement activities within the specialty.
- > Experience as patient advocate for best diabetes management outcomes.

#### **Knowledge**

- > Knowledge and skills with basic information technology including mobile phone applications, Microsoft Word, Excel and PowerPoint.
- > Knowledge of common diabetes technologies such as Continuous Glucose Monitoring Systems and Insulin Smart Pumps.
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of Quality Improvement Systems as applied to a healthcare setting.
- > Knowledge of contemporary nursing and health care issues.

## **DESIRABLE CHARACTERISTICS**

### **Educational/ Vocational Qualifications**

- > Tertiary qualifications in diabetes education, working towards same or demonstrated commitment to.
- > Tertiary qualifications in nursing or human services related discipline.

### **Personal Abilities/ Aptitudes/ Skills:**

- > Ability to work within a team framework that fosters an environment that develops staff potential.
- > Skills in using computers and software relevant to the area of practice, including software for diabetes technology.

### **Experience**

- > Experience in the care and education of patients requiring insulin pump therapy and continuous glucose monitoring.
- > Experience in evaluating the results of nursing research and integrating, where relevant, the results into nursing practice.
- > Experience with RN or CN portfolio; e.g. Diabetes Link Nurse

### **Knowledge**

- > Demonstrated knowledge and skills required to be credentialed as a diabetes educator by the Australian Diabetes Educators Association.
- > Knowledge of the South Australian Public Health System.
- > Knowledge of contemporary professional nursing issues.





## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Central Adelaide Health Network/ Division/ Diabetes and Endocrinology Department:

The Specialty Medicine 2 program of the Central Adelaide Local Health Network is a dynamic service providing expert care across both acute and community settings in Adelaide. It serves the South Australian Community (or Western and Eastern Suburbs of Adelaide) through a multidisciplinary patient centred model, delivering care at the new Royal Adelaide Hospital, The Queen Elizabeth Hospital, Hampstead Rehabilitation Hospital and in patient's homes through community services. Comprehensive medical services are provided with resident and visiting medical staff assessing and managing a diverse range of complex health issues. Nursing and Allied Health Services are extensive across all sites and programs with specialised and generalist staff to care for both younger and older patients entrusted to our care. Non-clinical support staff and volunteers ensure that we are partnering with both clinicians and patients to provide a safe and supportive health care environment.

We are committed to making a difference in the lives of our patients through a partnership approach in delivering holistic inpatient and community care.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**