



**MAARI MA HEALTH
ABORIGINAL CORPORATION**

Improving Aboriginal health and closing the gap

POSITION DESCRIPTION

Position Title	Clinical Nurse Consultant Diabetes Education
Team	Primary Health Care
Location	Broken Hill
Classification	Maari Ma Health Enterprise Agreement
Date	May 2021

About Our Organisation:

Maari Ma Health is an Aboriginal community controlled health service, led and governed by an all Aboriginal Board of Directors. Our values are community, compassion, culture, empowerment, quality and respect.

We work to improve the health and well-being of Aboriginal people, families and communities. We do this through:

- Healthy Start and Keeping Well programs of the Chronic Disease Strategy focussing on prevention, early intervention and care plan management.
- Social and Community Programs to promote individual and community wellbeing, supporting young people to enjoy life, realise their potential and be all they can be.
- Joining research projects about community safety, chronic disease and quality outcomes.
- Working in partnerships with other organisations in our region such as Far West Local Health District and Western Primary Health Network.
- Facilitating services that improve the care provided to Aboriginal people with a chronic disease across western and far west NSW.

Maari Ma has a Regional Primary Health Care Service with a multidisciplinary general practice in Broken Hill and delivers services and programs collaboratively with local health service staff in communities within the Far West region of New South Wales (Wilcannia, Menindee and Ivanhoe). Our service approaches are grounded in the Aboriginal concept of health which takes a holistic view incorporating the physical, social, emotional and cultural well-being of individuals, their families and their communities.

Service Information-Keeping Well Team

The CNC Diabetes Education position works closely with General Practitioners, Aboriginal Health Practitioners, Registered Nurses and clerical staff to provide comprehensive diabetes service for the people with diabetes and their families. The Credentialed Diabetes Educator (CDE) is required to be flexible, multi-skilled and able to work with individuals who may be difficult to engage.

The role of diabetes educator incorporates providing advanced clinical care, coordination of care, self-management support, and education of clinical staff and patients, running education and professional development.

This role works closely with the Outreach Visiting Health Specialist (OVHS) endocrinology team, ensuring preparation of patients for clinics and follow up care is actioned.

Reporting/Working Relationships:

- Reports to the Executive Manager Primary Health Care
- Works closely with the Aboriginal Health Practitioners in the Keeping Well team in a mentor/mentee relationship.
- Collaborates with the Visiting Specialist Services Coordinator, Maari Ma PHCS, Menindee and Wilcannia staff
- Consults with the Executive Manager to develop appropriate community engagement strategies designed to improve community uptake.

Employment Conditions:

- Continued employment is subject to ongoing funding.
- Terms and conditions as outlined in the Maari Ma Health Aboriginal Corporation Enterprise Agreement.
- Regular travel and overnight stays to Wilcannia and Menindee and Ivanhoe and other locations as Maari Ma reasonably directs from time to time in order to meet the needs of Maari Ma’s business.
- Appointment and continued employment is subject to a satisfactory National Police History Check and NSW Working with Children Check.
- Current Driver’s License and willing to drive in the course of work activities.
- Maintenance of professional registration with AHPRA.
- Maintenance of credentialed diabetes educator status with the ADEA.

Key Responsibilities	Duties
Diabetes care	<ul style="list-style-type: none"> • Become familiar with the Maari Ma Chronic Disease Strategy and apply its principles in everyday work • Demonstrates an understanding of the client’s physical, emotional, cultural and spiritual needs in relation to the provision of diabetes care. • Operates in a collaborative team approach to all clients with chronic disease. • Work closely with the GP, Diabetes & Specialist Services RN and other clinical staff to provide individualised, patient centred diabetes treatment to patients where multiple factors such as other chronic illnesses increase the complexity of care. • Provide clinical leadership, supervision and support to less experienced clinicians working with the same cohort of patients • Liaise with and assist General Practitioners to ensure best practice clinical care is delivered, ensuring patients are aware of their risk factors and receive education on disease management. • Assist Healthy Start GPs and midwives in the detection and management of gestational diabetes in pregnant women • Provide education and skill enhancement to staff that builds capacity of the clinical staff to case manage patients with less complex disease.

	<ul style="list-style-type: none"> • Mentor the Aboriginal Health Practitioners to facilitate their professional growth and knowledge and experience.
Support to assist with visiting OVHS team	<ul style="list-style-type: none"> • Liaise with the Visiting Specialist Services Coordinator pre and post clinics with regards to referrals, waiting lists and recalls. • Ensure clinical staff are aware of the preparation required for each patient • This includes ensuring scheduled investigations have been completed prior to the specialist clinics and/or supporting the clinic on the day, reminding patients of their appointments and using the waiting list to make sure the clinic is fully utilised.
Other Endocrinology Patients	<ul style="list-style-type: none"> • Provide scheduled care for patients with an endocrinology diagnosis (who may or may not have diabetes) who are reviewed regularly by the OVHS team. • Ensure preparation and follow up for these patients is completed.
Medicare	<ul style="list-style-type: none"> • Maintain up to date knowledge about relevant Medicare billing items. • Work closely with the General Practitioners to ensure referrals and EPCs are completed, and that billing is completed at the time of the consult. • Work closely with the Manager General Practice and Maari Ma's Medicare Advisor to review billings and address issues as they arise. • Work collaboratively with the Manager General Practice to ensure patient PIP registrations and <i>MyHealthRecord</i> registrations are completed. • Review and address targets on a monthly basis.
Wilcannia	<ul style="list-style-type: none"> • Regularly schedule clinics in Wilcannia on an outreach basis as required. • Provide expert clinical care to those complex patients requiring this level of expertise. • Support the clinical staff to provide best practice care, supervising and monitoring their work and the patient outcomes regularly. • Provide practical hands on support to the visiting OVHS team, ensuring preparation and follow up is complete as required. •
Menindee	<ul style="list-style-type: none"> • Provide general advice and support as requested. • Assist where possible in the management of these patients by responding to requests from the Maari Ma GP or the AHP • Assist the OVHS team in the preparation and follow up of patients in conjunction with Menindee staff and the Diabetes and Specialists Services RN.
Ivanhoe	<ul style="list-style-type: none"> • Provide general advice and support as requested. • Assist where possible in the management of these patients by responding to requests from the Maari Ma GP or the AHP • Work with the AHP in Ivanhoe to have patient preparation and follow up completed for the Endocrinology clinics.

Equipment	<ul style="list-style-type: none"> • Review, consult, and purchase clinical resources as needed, e.g. Point of Care • Maintain adequate levels of stock for equipment to be effectively utilised, • Monitor staff competency and usage of these resources, • Provide performance feedback and audits to Team Leaders if a competency issue is identified.
Data management and reporting	<ul style="list-style-type: none"> • Ensure the secure management of client and organisational confidential information and compliance with privacy policies and legislation. • Collect and collate data and report as required within time frames. • Report progress monthly to the Manager Clinical Services. • Attend meetings as scheduled • Order and maintain adequate resources for service provision
Consultancy	<ul style="list-style-type: none"> • Coordinate the Diabetes Network form, assisting with the organisation of meetings and meeting follow up. • Develops and maintains links with key community organisations • Leads and contributes to the development and management of clinical processes, policies and procedures to promote the advancement of clinical practice. • • Practices in accordance with the Nursing and Midwifery Board of Australia • Participate in and contribute to approved Continuous Quality Improvement activities as required, example projects include monitoring the implementation of novel insulin's and alternative treatments.
General team duties	<ul style="list-style-type: none"> • Actively demonstrate leadership ensure Maari Ma's preventive ATSI health check program is promoted and well understood across the service. • Orientate new staff to the ATSI health check program. • Contribute to the PHCS whole of service morning meetings. • Monthly meeting with the Executive Manager PHC to discuss progress. • Monitor and report on targets set in Workplan. • Acts as a resource person regarding diabetes for staff, clients and their carers
Administration Activities	<ul style="list-style-type: none"> • Ensure the secure management of data, client and organisational confidential information and compliance with privacy policies and legislation. • In conjunction with the Executive Manager PHC, develop a six monthly work plan outlining all activities.
Team & Organisational Activities	<ul style="list-style-type: none"> • Work as part of a 'virtual team' with other staff who work to support visiting specialist services, maintaining good communication with the Visiting Specialist Services Coordinator and collaborating as required to identify and address operational issues (e.g. referrals, wait list, clinic logistics, travel, consult rooms,

	<p>roster, education sessions etc.).</p> <ul style="list-style-type: none"> • Actively and regularly participate in team planning activities and team meetings. • Actively develop and maintain effective internal and external networks in a professional manner. • Work collaboratively with and support other Maari Ma colleagues where required. • Participate in and support a culture of continuous quality improvement activities, including accreditation. • Participate in working groups, committees and organisational activities where requested. • Participate in Maari Ma Health functions and community promotional activities. • Appreciate, respect and value differences within the team and within Maari Ma. • Contribute to and support positive team morale. • Promote and present a positive image of Maari Ma to other staff, clients and the community in general.
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Qualifications, Skills, Experience and Knowledge

Selection Criteria

Essential

- Currently registered with Australian Health Practitioner Registration Agency (AHPRA) as an registered nurse
- Ability to work with Aboriginal staff and communities in a way that fosters mutual respect.
- Holds a Graduate Certificate or Diploma of Diabetes Education through a recognised Australian University.
- Credentialed Diabetes Educator with ADEA (Australian Diabetes Educators Association) or able to obtain this accreditation within 12 months of commencing employment
- Demonstrated understanding of and commitment to the principles of primary health care and how they apply to the prevention and management of chronic disease.
- Ability to work effectively in a community based setting and ability to work collaboratively in a multidisciplinary team.
- Computing skills relevant to the position and competent in the use of information and communication technology including Microsoft Word, email and internet applications and the ability to quickly acquire skills in other applications.
- Current unrestricted Drivers Licence and a safe driving record.

Desirable

- Experience in working with Aboriginal clients and communities.

Compliance Responsibilities – All Staff

Professional Development/Performance Review/Feedback

- Participate in learning and development activities to maintain professional knowledge and skills.

- Participate in performance reviews, feedback and information sharing discussions in relation to job satisfaction and communication, continuous improvement, learning and development, innovation, and improving performance.

Workplace Health and Safety

- Arrive Safe, Work Safe and Go Home Safe.
- Make sure you keep your safety and others safety in mind at all times.
- If you notice someone doing something unsafe – care enough about them to ask them to stop or find a safer way.
- If you notice something that is a potential risk or hazard to your safety or others safety – report it.
- Watch out for spills, things in the way of people, and/or equipment that isn't working.
- If you need equipment to do your job safely – make sure you use it. It's there to keep you safe.
- If equipment isn't working properly – tell everyone around you (a sign is often good) and then tell us so we can fix it.
- If you are involved in an incident or are injured tell us straight away.

Modelling Healthy Workplace Behaviour

Maari Ma has a Smoke Free Workplace Policy and a Workplace Nutrition Policy. All staff have a responsibility to model healthy behaviour and lifestyle at work.

Immunisation Status

This position is Category A – employees who have contact with clients or contact with blood, body substances or infectious material.

Other Responsibilities

- Behave in a manner consistent with personal and professional workplace standards outlined in the Code of Conduct, human resource policies (including Equal Opportunity, Workplace Bullying and Discrimination & Harassment Policies) and other relevant legislation.
- Abide by the policies and procedures of Maari Ma. These policies and procedures are subject to change and it is the responsibility of each staff member to maintain an awareness and understanding of all policies and procedures.
- Co-operate with the requirements of the Occupational Screening and Vaccination Against Infectious Diseases Policy or, where you elect not to comply, confirm in writing your non-participation and understanding of the risks of non-participation.
- Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with employees as required, and within the scope of skills, experience, knowledge and competencies.

Name

Signature

Date