

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Diabetes Nurse Educator
Business Unit/Division:	Office of CNMO
Award Agreement:	Nurses and Midwives Public Sector Agreement
Classification:	Clinical Nurse Consultant A-B
Employment Type:	Permanent, Part-Time
Reports to:	DNE Grade 5 CNMO
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

The Diabetic Nurse Educator (DNE) provides comprehensive, patient-centred care to individuals with diabetes and their carers. The DNE contributes clinical nursing expertise, skills in coordination of care and clinical and professional leadership within the multidisciplinary team. The role is pivotal in leading and supporting the provision of evidence-based management, research and service development to improve health outcomes in people living with all types of diabetes.

This position is responsible for:

- Delivering safe, high quality care at an advanced level, including the monitoring of side effects, compliance with treatment, insulin and non-insulin glucose lowering medicine titration as directed by prescriber and escalation to Specialist Care as per Northern Health policies and guidelines.
- Ensuring patients are appropriately educated to enable them to safely manage diabetes on discharge.
- Acts as a clinical and professional leader in the relevant area of clinical practice [diabetes].
- Provides directly or consults to the provision of client care within complex clinical environments, across multiple services.
- Models a person-centred, culturally sensitive, ethical approach to care planning and provision.
- Demonstrates high level problem solving in the planning, provision and coordination of patient care.
- Involves patients in the decision-making process about their health management program, implements patient-centred care and identifies and addresses barriers to successful self-management.
- Utilization of patient and carer feedback to enhance service provision.
- Utilise opportunities for research to inform standards of care and quality improvement projects.
- Contribute to the development of clinical care standards and nursing policies, procedures and protocols across the specialty
- Demonstrates self-direction, motivation and commitment to own professional development, in order to maintain registration as a Registered Nurse with APHRA and meet the requirement set out by the Nursing and Midwifery Board of Australia. Maintain credentialing status with ADEA (Australian Diabetes Educator Association).
- Promotes the CNC Diabetes Educator role by the education of other health care professionals, patient and the community
- Participates in the education and professional development of other staff as required
- Documents client care in accordance with Northern Health policies which meets all legal, professional and organisational standards.

- Acts as a client advocate, ensuring that the rights of individuals/groups are maintained and an optimal standard of care is provided.
- Promotes and drives evidence-based practice.
- Demonstrate effective and efficient use of resources in the delivery of services
- Client load is managed in accordance with risk management principles and Northern Health priorities.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Brings confidence to the role, and strong influencing capability
- Can build, lead, nurture and empower nursing as a part of the senior nursing leadership team
- Demonstrates high level communication and interpersonal skills
- Is innovative, resourceful and adaptive to change
- Ability to implement, evaluate and sustain change within an evidence-based framework
- Holds membership and contributes to a national professional body relevant to area of specialty
- Undertake annual professional development plan with direct line manager, divisional director of nursing and clinical supervisor

Strategic and Project Management Leadership:

- Acts as a positive role model and expert clinical resource person [in diabetes] for clinicians, patients and their significant others and the wider community as appropriate.
- Contributes to new staff induction/orientation
- Promote a work place free of harassment and bullying

Organisation-Wide Contribution:

- Ensures that patient treatment planning aligns with organisational capacity and demand in order to ensure timely access to care.
- Demonstrates responsibility in ensuring that the utilisation of resources and work practices

- are measured and monitored for improved patient care.
- Timely and safe discharge is completed.
- A variety of evidence-based modalities of care are provided to meet patient need
- Demonstrates flexibility in practice to improve the efficient delivery of care throughout Northern Health.
- Contribute to a culture of caring, teamwork, continuous improvement, constructive performance review, quality work standards and client service
- Ensure adherence to organisational standards and mandatory requirements but not limited to Infection Control, Hand Hygiene, Medication Safety, Basic Life Support, Manual Handling, Risk Management and Occupational Health and Safety
- Manage clinical risk and actively work toward implementing risk reduction strategies
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and patients/families.

Diversity and Inclusion:

- Fosters a culture that recognises and promotes the importance of patients and community in the provision of best care, and the role that community providers play in health care.
- Ensure service provision is guided by evidence-based and culturally-safe incorporating the diverse needs of all individuals. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and linguistically diverse populations.
- Work with consumers to improve the safety and quality of services

Innovation and Culture Change:

- Utilisation of patient experience data to guide service improvement
- Participates in Northern Health or independent clinical research and presents findings and or outcomes at NH research week and external forums.
- Participate in ongoing service improvement initiatives and activities.
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team and other meetings

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Registered by the Nursing and Midwifery Board of Australia as a Registered Nurse
- Holds specific ADEA Accredited postgraduate qualification in diabetes education and management
- Current Australian Diabetes Educators Association credentialing status

Experience:

- Specialist clinical experience at an advanced level in diabetes education and a demonstrated ability to deliver responsive evidence-based care
- Recent inpatient management experience
- Experience in chronic disease education and self-management
- Clinical leadership experience
- Experience in working in a large multi-campus organisation
- Prior experience in research
- Experience working with clients from culturally and linguistically diverse backgrounds

Knowledge, Skills and Behaviours:

- Demonstrated high level of knowledge of services which support people with diabetes
- Excellent interpersonal, organisational and clinical skills

- Exceptional communication and customer service skills including verbal, written and presentation skills
- High level time management skills/ability to prioritise workload to deadlines
- Demonstrated high level problem solving and planning ability
- Experience in conflict management/negotiations
- Assertive, approachable, flexible, conscientious, reliable and have excellent team working skills
- Proven ability to work effectively both independently and in a team-based environment.
- Flexible and change oriented
- Act as a patient advocate to ensure consumer participation in all care/service planning
- Must be aligned to Northern Health values in all aspects of the role
- Proficiency in computer and keyboard skills

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: