



### Position Description

Employment Agreement:	NZNO Collective Agreement
Position Title:	Registered Nurse – Diabetes Nurse Educator
Department:	Outpatients
Location:	Oamaru Hospital
Reports to:	Service Leader, Outpatients
Date:	28/09/2021

### Core Purpose

**To champion, enable, and provide sustainable, trusted, quality health services within our community.**

### Our Values:

*People and Community First*

<i>Brave</i>	<i>Respect</i>	<i>Excellence</i>	<i>Growth</i>	<i>One Team</i>
<i>We aim high and strive to improve what we do.</i>	<i>Our actions &amp; decisions are based on a foundation of respect.</i>	<i>Leading healthcare quality every day, that makes a difference in the life of the community.</i>	<i>Growth of our business allows us to increase the good we do – for our community and our people</i>	<i>Work together as one diverse and inclusive team for the good of the community.</i>

### PURPOSE OF ROLE

The Registered Nurse - Diabetes Nurse Educator is employed to:

- Utilise nursing and diabetes knowledge and judgement to assess diabetic health needs, provide education and resources on its management, and advise and support inpatients and outpatients to work towards their goals.
- The Diabetes Nurse Educator practices independently and in collaboration with other health professionals to provide advice and guidance for patients attending clinics, or presenting to Waitaki District Health Services Ltd. (WDHSL)
- The Diabetes Nurse Educator works collaboratively with other nursing and Allied Health staff, unregulated healthcare workers and student nurses. The Diabetes Nurse Educator may also use their expertise to manage, teach, evaluate and research current diabetes management practices.

### HOURS AND DAYS OF WORK

- The position is worked at the hospital in the Outpatients Team on a clinic-dependant roster.

## Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets firsthand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
<b>Integrity and Trust</b>	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
<b>Drive for Results</b>	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
<b>Managing Diversity</b>	Manages all kinds and classes of people equitably; deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; hires variety and diversity without regard to class; supports equal and fair treatment and opportunity for all.
ROLE SPECIFIC COMPETENCIES	
Listening	<ul style="list-style-type: none"> <li>▪ Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at first answers</li> </ul>
Interpersonal Savvy	<ul style="list-style-type: none"> <li>▪ Relates well to all kinds of people – inside and outside the organisation. Builds appropriate rapport. Builds constructive and effective relationships. Uses diplomacy and tact. Can defuse even high-tension situations comfortably</li> </ul>
Personal Learning	<ul style="list-style-type: none"> <li>▪ Picks up the need to change personal, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly</li> </ul>

KEY RELATIONSHIPS	
Within Waitaki District Health Services (WDHSL)	External to WDHSL
• Service Leader, Outpatients	• Patients and Families/Whanau
• Director of Nursing	• Visitors
• Clinical Director and Doctors	• External Healthcare Providers
• Enrolled Nurses	• Southern DHB and other Tertiary hospitals
• Health Care Assistants	
• Clinical Education Trainer	
• Non-clinical Support, Community Services and Allied Health	

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies include:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Registration with the New Zealand Nursing Council (or equivalent) as a Registered or Enrolled Nurse</li> <li>Current New Zealand Nursing Council approved practicing certificate</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Post graduate qualifications in Diabetes and / or endocrinology or studying towards</li> <li>Has undertaken specialty training to extend skills</li> <li>May become a member of the Diabetes, Nurse Specialists Section (N.Z.N.O) and any other professional body deemed professionally necessary i.e (N.Z.S.S.D).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Registered Nurse or graduate from a three year Nursing Programme with at least 2 years clinical nursing experience and up to date clinical nursing knowledge.</li> <li>Relevant clinical experience and competency within the Diabetes field and related nursing portfolio.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in a clinic setting, involving the diagnosis and treatment of diabetes</li> <li>Computer literate</li> <li>Is highly competent within the boundaries and scope of RN practice in the clinical specialty.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Comprehensive knowledge of the NZ health system and the DHB environment, systems and processes</li> <li>Knowledge of the trends and emerging issues for the nursing profession.</li> <li>Effective planning and prioritisation skills</li> <li>Maintains a personal professional portfolio to meet the requirements of WDHSL</li> <li>The ability to use appropriate communication when interacting with colleagues, patients and their families/whanau</li> <li>Initiative and ability to be flexible</li> <li>Have commitment to quality and the provision of quality care</li> <li>Has a progressive outlook.</li> <li>Demonstrated high level of interpersonal skills.</li> <li>Proven ability in management of resources.</li> <li>Be able to initiate, contribute to, and participate in, educational programmes.</li> <li>Experience and knowledge of computerised systems.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment and personal accountability</li> <li>Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation</li> <li>Caring but professional manner</li> <li>Acts with discretion, sensitivity and integrity at all times</li> </ul>	

	<ul style="list-style-type: none"> <li>• Is adaptable and flexible – open to change (positive or negative)</li> <li>• Maintains an exceptionally high level of confidentiality, discretion and diplomacy</li> <li>• Has initiative and self-motivation with excellent organisational and time management skills</li> <li>• Has motivation and willingness to improve knowledge and skills</li> <li>• Good health, physically strong and tidy presentation</li> </ul>
--	--

## KEY TASKS

## EXPECTED RESULTS

## PERFORMANCE OUTCOME

1. Outpatient Services  
1.1 Schedule appointments and conduct outpatient clinics for patients with Diabetes referrals

Provide outpatient clinics to meet specific treatment needs of clients and WDHSL health care standards

Accurate monthly outpatient statistics are recorded in accordance with WDHSL health care policy.

Appointments will be scheduled according to WDHSL health care policy

Accurate outpatient records using standard outpatient records completed according to WDHSL policy and standards of care.

Provide appropriate diabetes education to patient, family and friends

Diabetes education is in line with WDHSL policy and Diabetes Education procedures.

1.2 Plan and provide educational sessions for patients requiring Diabetes assessment and education

Provide individual educational sessions and follow-up appointments in line with WDHSL policy for outpatient care

Individual Diabetes education sessions will meet WDHSL standards determined by peer review and client evaluation.

Set up group sessions where appropriate. Use recognised standard teaching programmes

Group education sessions will meet WDHSL diabetes education standards and will be audited by peer review and client evaluation.

Source commercially available diabetes education material that meets WDHSL standards.

Replace outdated information with current information.

1.3 Help establish and maintain a current file of diabetes education resource material

Uses current diabetes resource material to meet the specific needs of patients requiring diabetes treatment and education.

Understands and uses current diabetes resource material. Performance to be audited by peer review.

Help source commercially available education material that meets WDHSL diabetes education standards.

Up to date knowledge of sources of available resources.

1.4 Liaise with medical and nursing staff and relevant allied health professional staff.

See relevant information to assist with education.  
Use patient case notes

Document diabetes education in case notes or by letter to referring consultant/medical staff.

2. Inpatient Services

2.1 Schedule time for inpatient referrals, including liaison with primary caregivers and

Inpatients will be visited as requested and appropriately modified education plans organised.

Document educational assessment accurately in case notes or detail by letter. Keep accurate inpatient statistics. Keep accurate patient records

other health professionals.

2.2 Carry out educational assessment as requested.

2.3 Assess and educate inpatients on diabetes needs as requested in allocated areas.

Provides diabetes assessments using current standards of practice and recognised assessment techniques.

Assess and plan for patients needs. Implement and monitor education.

Provide appropriate diabetes education to patient, family and friends.

Arrange post discharge follow-up for home or institutional care or instruct ward staff to do this

Use current New Zealand diabetes resource material for patient education. Source commercially available diabetes education material that meets WDHSL standards.

Liaise with Medical and WDHSL staff.

Liaise with other Community agencies regarding the provision of care in the Community

Audits show evidence that appropriate notes have been recorded.

Patients receive education that is appropriate to their needs and are within WDHSL standards

Patients receive education that is appropriate to their needs and are within acceptable standards.

Diabetes education is in line with WDHSL policy and Diabetes Education procedures.

Documentation of follow-up care can be peer reviewed.

Current diabetes education material is used

Replace outdated information with current information.

Document patient care and outcome accurately in case notes or detail by letter. Patient special needs requirements will be communicated by Ward staff.

The provision of diabetes equipment will be negotiated with the Diabetes Team.

### 3. Teaching

#### Responsibilities

3.1 Provide resources to medical staff and other allied health staff regarding Diabetes information, standards and practices

3.2 Conduct in-service diabetes sessions for hospital staff.

3.3 Implement practical teaching blocks for allied health professionals as required.

Liaise regularly with medical and clinical staff in allocated areas. Attend clinical diabetes meetings.

Liaise regularly with medical and nurse specialists in allocated areas.

Liaise with visiting clinical specialists.

Up to date Diabetes education knowledge relating to Waitaki District Health Services Limited Diabetes Education Policy.

Up to date Diabetes knowledge relating to WDHSL Diabetes Education Policy.

Health care students will have completed their necessary practical teaching blocks.

### 4. Quality Assurance

4.1 Adhere to WDHSL clinical diabetes

Implement WDHSL clinical diabetes quality assurance programme

Diabetes education will meet all WDHSL clinical Nursing/Teaching standards

quality assurance programme.

## 5. Continuing Education

5.1 Achieve and maintain up to date knowledge and skills in clinical diabetes particularly in allocated areas

Read current relevant diabetes journals.  
Attend continuing education meetings and conferences.

New knowledge will be evaluated and implemented where appropriate.

5.2 Achieve and maintain current Nursing/Teaching Standards of Practice.

Seek ongoing career development opportunities and participate in postgraduate studies.

Nursing and teaching knowledge will be consistent with nationally recognised standards.

## 2. Evaluation

Makes clinical decisions which integrate knowledge and demonstrates good judgement.

To support teamwork by working in a collaborative manner with the health care team.

Is able to advocate for the patient's needs, negotiating for resources in a timely and appropriate manner.  
Uses resources in cost effective manner.  
Creates positive environment, challenging negativity.

To contribute to continuous quality in work practices

Helps to introduce new initiatives to improve clinical care to all patients.  
Has input into the development of policies and best practice statements.  
Intervenes when the patient's care is compromised by unsafe or illegal practice.  
Supports decisions that involve change.  
Is involved in quality improvement and auditing activities.

Demonstrates professional accountability for actions, interactions and practice.

Provides thoughtful, constructive feedback to others.  
Serves as a change agent in assisting with improvements to service delivery.  
Creates a positive environment and challenge negativity.  
Accepts responsibility and authority of delegated extended tasks.  
Utilises lines of authority appropriately.

Assumes responsibility for personal and professional education and development

Participates in the SDHB PDRP.  
Develops a professional portfolio and assists others to do the same.  
Identifies any learning needs.  
Builds on knowledge and skill base to enhance practice.  
Negotiates with HOD to attend appropriate education and training.

The Nurse will perform such other duties as reasonably required by the HOD in accordance with the conditions of the position.

All other additional duties are performed in an efficient manner, at the required time and within the negotiated timeframe.

## KEY RESULT AREAS:

<b>Key Accountabilities:</b>	
<b>Heading: Diabetes Education Coordination</b>	
<ul style="list-style-type: none"><li>• Coordinates and delegates Diabetes Education activities within the Outpatients Department.</li><li>• Ensures patients have goals and are being assessed and supported.</li><li>• Delivers and coordinates teaching of diabetes management methodology to junior, less experience staff.</li><li>• Coordinates and facilitates diabetes planning and referrals.</li><li>• Is accountable for the annual Diabetes Education programme for WDHSL.</li></ul>	
<b>Heading: Management of Nursing Care</b>	
<ul style="list-style-type: none"><li>• Directs and delegates planned rehabilitation care to achieve identified outcomes</li><li>• Is accountable for ensuring that the nursing care provided to patients is within each team member's scope of practice and own level of competence</li><li>• Ensures documentation is current, accurate, timely and maintains confidentiality within a legal and ethical framework</li><li>• Provides collaborative oversight of nursing assessments in conjunction with Visiting Diabetes Specialists / Dietitian, Hospital, Medical and Nursing Staff, Nurse Manager, General Practitioners/Practice Nurses, Social Workers, District / Public Health Nurses, Community Groups, Health and Safety, Families/Whanau of people with Diabetes.</li><li>• Practices in a manner which supports best health outcomes for patients through effective decision-making</li><li>• Contributes to health education of clients to maintain and promote health</li><li>• Consults with patient and significant others to plan and implement effective, professional, safe and holistic nursing care</li></ul>	
<b>Heading: Inter-professional Health Care</b>	
<ul style="list-style-type: none"><li>• Prioritises own workload to enable support, assistance and supervision for other nurses, Health Care Assistants and Allied Health staff when necessary.</li><li>• Supervises and delegates care given by designated clinical associates.</li><li>• Applies the principles of collaborative interdisciplinary teamwork necessary to facilitate the delivery of a safe and effective patient-focused service.</li><li>• Practices in a manner which recognizes the difference in accountability and responsibility of Registered Nurses, Enrolled Nurses, Health Care Assistants and Allied Health workers in conjunction with their scope of practice.</li><li>• Utilises available resources efficiently to meet patient health care needs.</li><li>• Uses and monitors stock in a cost-effective manner within budget constraints.</li></ul>	
<b>Heading: Interpersonal Relationships</b>	
<ul style="list-style-type: none"><li>• Demonstrates a professional, positive attitude towards colleagues, patients and family/whanau at all times</li><li>• Develops effective and supportive interpersonal relationships with peers and other Waitaki District Health Services Ltd employees.</li></ul>	
<b>Other Duties</b>	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"><li>• You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness</li></ul>

	<ul style="list-style-type: none"> <li>You produce work that complies with processes and reflects best practice</li> <li>Research undertaken is robust and well considered</li> </ul>
--	---

**Professional Development – self**

Identifying areas for personal and professional development	<ul style="list-style-type: none"> <li>Training and development goals are identified/agreed with your manager</li> <li>Performance objectives reviewed annually with your manager</li> <li>You actively seek feedback and accept constructive criticism</li> </ul>
---	--

**Quality Improvement**

Promoting and maintaining a quality improvement approach into all work	<ul style="list-style-type: none"> <li>Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice</li> <li>Actively contribute to the implementation and ongoing maintenance of continuous quality improvement processes in their area according to a planned annual programme</li> <li>Lead and support quality improvement activities in all departments/areas of WDHSL</li> </ul>
--	--

**Legislation and Organisational Knowledge**

Ensure knowledge and compliance of legislation and organisation rules	<ul style="list-style-type: none"> <li>Ensure compliance with New Zealand statutory laws</li> <li>Comply with organisation wide and service specific rules, code of conduct, policies and procedures</li> <li>Understand and demonstrate the ability to apply the legislation related to the Privacy Act, Health and Disability Commissioners Act, Health &amp; Safety at Work Act, Health Practitioners Competency Assurance Act and MOH regulations</li> </ul>
---	--

**Health, Safety and Wellbeing**

Taking all reasonably practicable steps to ensure personal safety and the safety of others while at work, in accordance with the WDHSL’s Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under WDHSL’s Health and Safety policy/procedures <ul style="list-style-type: none"> <li>You actively encourage and challenge your peers to work in a safe manner.</li> <li>Work towards creating an atmosphere where staff support each other and workplace violence and bullying is not tolerated</li> </ul> </li> <li>Effort is made to strive for best practice in Health and Safety at all times</li> </ul>
---	---

**Treaty of Waitangi**

Giving effect to the principles of the Treaty of Waitangi through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <li><b>Tino rangatiratanga:</b> The guarantee of tino rangatiratanga, which provides for Māori self-</li> </ul>
---	--



	<p>determination and mana motuhake in the design, delivery, and monitoring of health and disability services.</p> <ul style="list-style-type: none"> <li>• <b>Equity:</b> The principle of equity, which requires the Crown to commit to achieving equitable health outcomes for Māori.</li> <li>• <b>Active protection:</b> The principle of active protection, which requires the Crown to act, to the fullest extent practicable, to achieve equitable health outcomes for Māori. This includes ensuring that it, its agents, and its Treaty partner are well informed on the extent, and nature, of both Māori health outcomes and efforts to achieve Māori health equity.</li> <li>• <b>Options:</b> The principle of options, which requires the Crown to provide for and properly resource kaupapa Māori health and disability services. Furthermore, the Crown is obliged to ensure that all health and disability services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.</li> <li>• <b>Partnership:</b> The principle of partnership, which requires the Crown and Māori to work in partnership in the governance, design, delivery, and monitoring of health and disability services. Māori must be co-designers, with the Crown, of the primary health system for Māori.</li> </ul>
--	---

**CHANGES TO POSITION DESCRIPTION**

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

.....  
Employee name and signature

.....  
Date

.....  
Manager name and signature

.....  
Date