

## **RECRUITMENT PACKAGE Diabetes Educator**

12 month position to commence July 2009- June 2010

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This package is designed to provide the candidate with sufficient information to submit an application for this position within the Sunshine Coast Division of General Practice Ltd (SCDGP).

A generous and flexible package will be negotiated with the successful candidate.

This information package contains:

- General information on SCDGP;
- Position Description;
- Organisational Chart;
- Information on how to submit an application.

Please read the following information which includes details on how to apply.

If you require further information, please contact Jane Campbell at the Division on (07) 5456 8888 or email [jcampbell@scdgp.org.au](mailto:jcampbell@scdgp.org.au).

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### **THE ORGANISATION**

The Sunshine Coast Division of General Practice (SCDGP) is a Not-for-Profit Membership Company representing the professional interests of General Practitioners on the Sunshine and Cooloola Coasts. The SCDGP aims to enhance the health of the community through the support of General Practice.

The majority of funding for the SCDGP is derived from the Commonwealth Department of Health and Ageing through the National Divisions Program and the SCDGP is the third largest Division in Queensland. The SCDGP maintains a number of offices across the Sunshine Coast but its head office is in Maroochydore.

SCDGP has two business units:

- FOCUS - which is responsible for direct clinical service delivery and Allied Health; and
- General Practice Support (GPS) - which is responsible for all support services to General Practice, including Nurses and Practice Managers, and the supporting relationships and projects with key stakeholders and governments.

Each business unit is run by a General Manager and these two General Managers plus the CEO make up the Senior Management Team who report to a Board of eight Directors.

Established in 1994, the Division boundaries extend to Gympie/Tin Can Bay in the North; Maleny in the West; and Beerwah in the South; Caloundra, Maroochydore and Noosa form the eastern seaboard. There are 475 General Practitioners and 134 General Practices represented by the SCDGP and the Division currently employs approximately 30 personnel (full and part time).

## VALUES STATEMENT

### Our Values

We are an organisation that strives to provide service to others. We aim to be a valuable contributor to the continuous improvement of positive health outcomes for our community achieved through a partnership with General Practice.

As a partner to our staff and stakeholders, we respect and honour diversity of opinion, passion of thought and achievement through ethical and reliable service delivery, recognising these as integral contributions to our ability to achieve success as part of a caring and friendly team.

Achievement	Reliable
Honesty	Loyalty
Integrity	Fun
Good communication	Professionalism
Family	Responsible
Fulfilment of self and others	

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## POSITION DESCRIPTION

<b>Position:</b>	Diabetes Educator.
<b>Purpose:</b>	To provide high quality evidence based diabetes education within Primary Care.
<b>Reporting relationships:</b>	Team Leader, General Practice Support (GPS).
<b>Date of last review:</b>	June 2009.
<b>Relationships:</b>	The role reports to the Team Leader, GPS and in the absence of the Team Leader to the General Manager.
<b>Level of delegation:</b>	Financial - Requires authority of Team Leaders to commit to expenditure. Staffing – None.
<b>Policy and procedure:</b>	Encouraged to recommend policy/procedure changes, in interests of continuous quality improvement.

## Background

This position is a newly created position for the period of 12 months to commence in July 2009. The position supports the Improving Diabetes Management Program (formerly known as IPL) and is funded through our Connecting Health Care in Communities as part of the Service Delivery and Innovation funding.

The position is based at the SCDGP and practice support will be provided to general practice for approximately 3 days per week. (Must have a current drivers licence and own vehicle).

## **RESPONSIBILITIES**

The responsibilities include;

- A strategic approach to undertake some of the deliverables outlined in the Sunshine Coast Cooloola Broad Plan for Type 2 Diabetes Management under the Improving Diabetes Management Program;
- A facilitation role that supports the overarching Improving Diabetes Management framework to provide professional development for a range of health professionals;
- Provision of support to General Practice, that is evidence based to enhance existing skills in the management of type 2 diabetes using quality improvement methods.

The responsibilities for this position are reviewed twice a year formally and on an ongoing basis informally with team members and team leaders.

The position requires the capacity to work and act flexibly in order to contribute to the Sunshine Coast Cooloola Broad Plan for Type 2 Diabetes Management goals.

Specifically the priorities for this role are outlined in the following key areas:

### **Facilitate the Education Working Group**

- Coordinate the educational initiatives proposed by Diabetes Management Program Working Group to meet the specific performance indicators
- Foster constructive and sustainable partnerships with the Education Working Group
- Support and encourage participation from the Working Group membership supporting the unique skills offered to deliver the Inter Professional Learning needs identified within the Terms of Reference (TOR)
- Review and provide feedback to the Education Working Group on the learning needs identified and the outcomes reached for a range of health care providers and report on any variances
- Provide regular updates to the Working Group on the IPL project outcomes

### **Provision of Professional Development to a range of Health Care Professionals**

- Participation and contribution to the strategic planning framework for type 2 diabetes education within the Improving Diabetes Management Program and for continuing sustainable progress within the Education Working Group;
- Monitor the professional development outcomes and timeframes against broad plan and provide feedback and recommendations to the IPL group within the SCDGP;
- Support professional development, education and training for General Practitioners, Practice Nurses;
- Provide opportunities for Practice Nurses to improve assessment and management of clients with diabetes using a quality improvement approach;
- Provide training and support to implement a sustainable Self Management Strategy to identified Improving Diabetes Management practice's;
- Support Brief Opportunistic Intervention education to General Practice and identify how these strategies can be implemented and evaluated;
- Maintain and share current knowledge in relation to local, state and national diabetes initiatives;
- Collaborate with SCDGP staff to identify opportunities for an integrated approach for the provision of a practice based learning.

## **Applying evidence based principals to enhance existing skills in the management of type 2 diabetes incorporating quality improvement methods**

- Understand Quality Improvement principals and the application of Plan, Do, Study, Act (PDSA) methodologies;
- Provide a foundation to educate staff in general practice to familiarise and embed PDSA methodology;
- Offer strategies to general practice that will advise on improving the management of clients with type 2 diabetes ;
- Provide facilitation to encourage an integrated approach utilising the skills and expertise of other health care providers in managing care;
- Support general practice to improve access to quality integrated patient care;
- Understand the Medicare Benefit Schedule (MBS) Chronic Disease Item Numbers relevant to practice nurses, care planning, team based care and regular diabetes monitoring incentives;
- Develop and maintain a list of relevant community health resources and tools;
- Develop a communication tool providing local contacts relevant to General Practice;
- Develop an understanding and use of the PEN Clinical Audit Tool (CAT);
- Promote and implement the CAT to IPL practices outlining the benefits of clinical and system outcomes.

## **Meetings and Reporting**

- Represent the SCDGP on external committees / reference groups e.g. Improving Diabetes Management Education Working Group, Sunshine Coast Diabetes Centre, relevant Diabetes membership meetings;
- Attend internal meetings; Improving Diabetes Education Program meetings as specified, monthly GPS Team Meetings and other relevant meetings;
- Provide monthly reports as required within designated time frames;
- Demonstrated capacity to organise, plan and prioritise competing work activities; to meet deadlines and produce a high standard of work;
- Establish formal linkages with the Health Service District for shared planning.

## **Quality Improvements**

- Participate in ongoing quality improvement activities and professional development to increase quality improvement skills;
- Participate in professional and performance development programs, this may include training in the Penn Clinical Audit Tool (CAT), self management, mentoring and MBS up-skilling;
- Monitor and report specific quality improvement outcomes achieved by the Improving Diabetes Education practices.

## **Teamwork**

- Contribute to the pursuit of excellence and the development of a productive and harmonious team between SCDGP's members, staff and other stakeholders particularly through effective communication;
- Demonstrated experience in developing and maintaining effective relationships and partnerships with internal and external stakeholders.

## **NETWORK OF ORGANISATIONAL RELATIONSHIPS**

### **Internal Contacts:**

- Person works most closely with GPS Team Leader, the Improving Diabetes Education Program team and the IM/IT Coordinators.

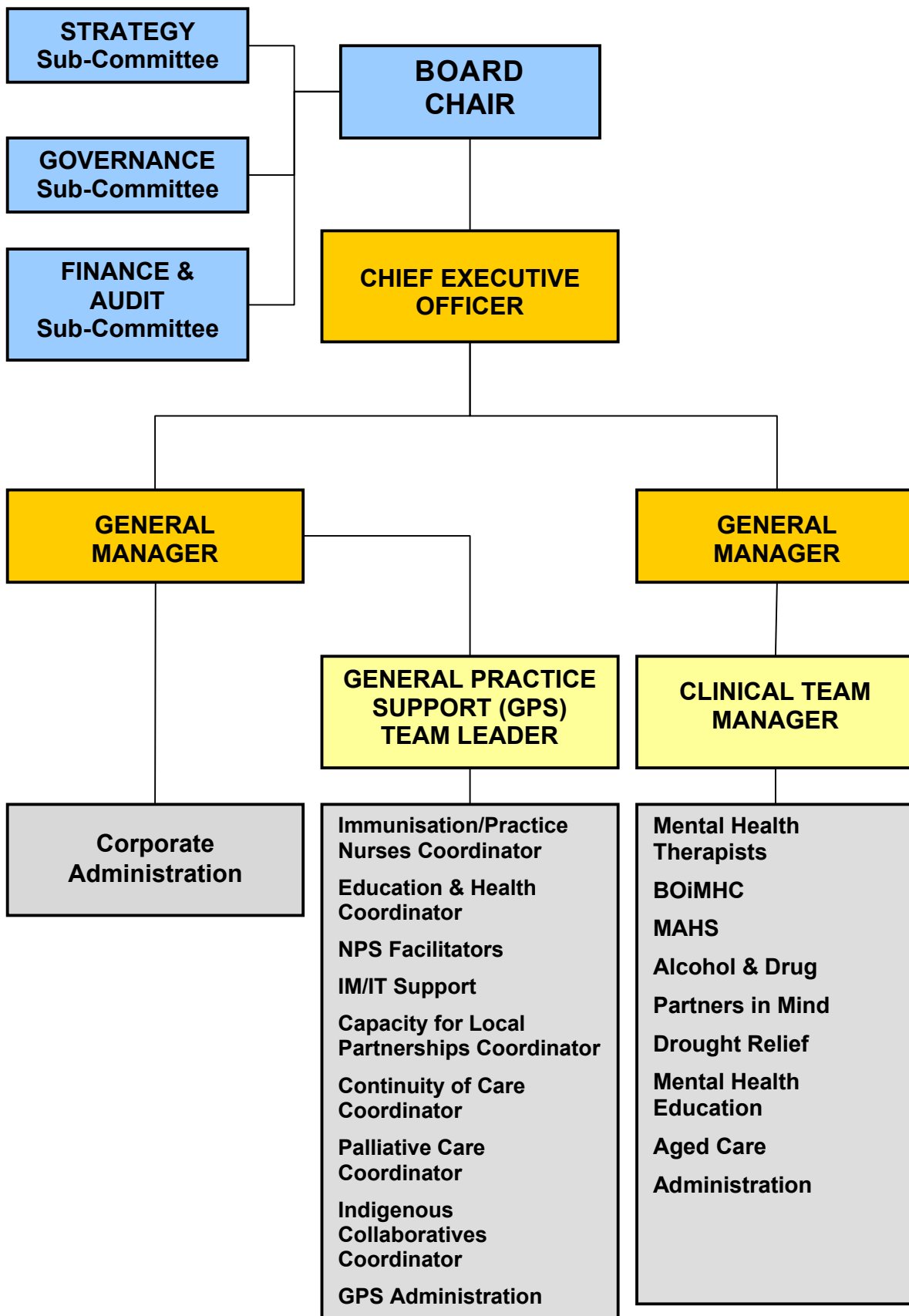
### **External Contacts:**

- Person liaises with GPs and Practice Staff;
- Members of the Improving Diabetes Education Working Party;
- Sunshine Coast and Cooloola Health Service District- Diabetes Education Centre;
- Providers across the diabetes continuum both public and private;
- Other state and national stakeholders.

## **QUALIFICATIONS, REGISTRATION AND EXPERIENCE**

- Registration with the Queensland Nursing Council and possession of a current drivers licence is mandatory;
- Graduate Certificate in Diabetes Education from an Australian Diabetes Educators Association (ADEA) approved tertiary course;
- Achievement or eligibility to achieve ADEA Credentialing Status;
- Knowledge of contemporary primary care health issues including chronic disease management;
- Competency in computerised work practices including word processing, spread sheeting, information searching, presentation and the ability to rapidly acquire thorough knowledge of the Division 'Chilli DB' database system;
- An understanding of the application of electronic management information systems in the health sector;
- Demonstrated knowledge and experience in researching issues, critical analysis, statistical reporting and preparing reports and documentation for review;
- Highly developed interpersonal, communication (both verbal and written) skills including presentation skills to internal and external stakeholder;
- Prior training in client centred self management desirable.

## ORGANISATION CHART



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**APPLICANTS ARE TO SUBMIT  
THE FOLLOWING IN ELECTRONIC FORM:**

1. Cover sheet with your name, address and contact details;
2. Curriculum Vitae;
3. Application addressing the position (approximately two pages).

Applications are to be emailed to: [jcampbell@scdgp.org.au](mailto:jcampbell@scdgp.org.au)

**APPLICATIONS CLOSE:  
C.O.B. Wednesday 1 July**

**Interviews will be held on Wednesday 8<sup>th</sup> July 2009**