

Position Description

Diabetes Educator, Clinical Nurse Consultant (CNC)

Classification:	Clin Nurs Cons A - B: ZF4 CAPR 3.1 - ZJ4 CAPR 3.2.
Business unit/department:	Health Independence Program (HIP), Continuing Care Division
Work location:	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Choose an item.
	Choose an item.
Employment type:	Part-Time
Hours per week:	16 hours/ week
Reports to:	Operational: Chronic and Complex Care Services Manager, Health Independence Program Professional: Director of Nursing (Repat Campus)
Direct reports:	N/A
Financial management:	Budget: N/A
Date:	July 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Diabetes Educator Clinical Nurse Consultant (CNC) is responsible for the effective clinical nursing management of referred clients who have diabetes and complex comorbidities who are living in the community. This role will deliver evidence-based nursing care that meets professional, organisational, legal, and ethical standards in order to optimise health outcomes.

Client referrals are received from General Practitioners, inpatient discharges, the Austin Emergency Department, and from other Austin Health Independence Program (HIP) services. The Diabetes Educator CNC will support the eligible HIP client to remain living at home, preventing unnecessary representations to the Emergency Department or inpatient admissions.

This position is part of the multidisciplinary Health Independence Program Diabetes Care

management and Assessment Service (DCAS). This position is required to support other Austin Health Clinical Nurse Consultants within their specific area of expertise and when required, will work closely with the Austin Health Endocrinology Department including the Austin Health Diabetes Education Services and other relevant departments as well as the GP, to ensure coordinated, flexible, integrated person-centred care.

About the Directorate/Division/Department

The Health Independence Program (HIP) is funded by the Victorian Department of Health Services and provides a range of services that deliver healthcare to support the transition from hospital to the home. These services can also prevent the need for a hospital presentation or stay, with people able to access these services directly from the community. The six components of HIP are short term supports, ambulatory rehabilitation, access to specialist services, including specialist assessment, care coordination – short term or complex, complex psychosocial issues management and consumer self-management, education, and support.

At Austin, our Health Independence Program is part of the Continuing Care Division. Our specific services include:



Position responsibilities

Role Specific

Direct Clinical Care

- Following referral commences the initial comprehensive diabetes client assessment through a combination of phone and clinic-based assessment, conducting a home visit if required.
- Works with the client, their carer/family, and the HIP DCAS team to develop and monitor the client's goals and care plan.



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- Provides leadership and clinical nursing expertise to nurses and members of the multidisciplinary team through knowledge of research, new developments and evidence-based practice in diabetes management and education.
- Uses clinical information systems to inform decision making and evaluate outcomes
- Ensures documentation meets legal, professional, and organisational standards.

Education

- Provides information and self-management education until the point of discharge when the client's short-to-medium-term goals have been realised.
- In consultation with the multidisciplinary team, delivers an evidence-based approach with respect to diabetes, including assessment and care planning, interventions/procedures, monitoring, and client education.

Research

- Contributes to maintaining Austin Health clinical diabetes policies and procedures.
- Collaboratively develops, implements, and monitors quality improvement activities to ensure the delivery of safe, contemporary diabetes clinical care.
- In conjunction with other DCAS CNCs, identifies and contributes to quality improvement and research projects within the service.
- Is actively involved in matters relating to Occupational Health and Safety and ensures safety standards in the workplace are met.

Support of systems

- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks.
- Completes all necessary statistical data, including data entry to support financial recuperation as appropriate.
- Organises staffing, programs, and/or special projects, as required and/or delegated by the manager.
- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Austin Health Guidelines.
- Ensures that Incident management is appropriate and timely and that a systematic response to local issues and performance improvement occurs.

Professional Leadership

- Demonstrates advanced clinical nursing knowledge specific to diabetes, and superior consolidation of skills.
- Shares and disseminates expert knowledge.
- Maintains a professional demeanour, demonstrates Austin values, and acts as a professional role model or mentor to other nurses.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning for the role.
- Maintains and fosters relationships with appropriate internal and external stakeholders.
- Maintains and updates own professional practice portfolio to demonstrate an ongoing commitment to learning and best practice.



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Selection criteria

Essential skills and experience:

- Recent and relevant experience in a senior clinical role (Clinical Nurse Specialist or above) post initial registration as a Registered Nurse.
- Credentialed Diabetes Educator.
- Well-developed negotiation, problem solving, and analytical skills.
- Proficient communication skills - written, verbal, and interpersonal.
- Demonstrated ability to work with a diverse and complex professional workforce.
- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Hold a current Victorian driver's license.

Desirable but not essential:

- Previous experience in community health and knowledge of community health services.
- Understanding the principles of care in self-management and complex care.
- Research, publication, and public presentation experience.

Professional qualifications and registration requirements

- Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA), with no restrictions.
- Postgraduate qualification in Diabetes Education.

Quality, safety, and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues, and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:



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- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunization screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy, and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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