

Position Description

Title	<i>Diabetes Clinical Nurse Consultant</i>	Position Reports to	<i>Manager Nursing Education</i>
Classification	<i>ZA8 RN Grade 5 Clin Cons Y1-Y2</i>	Employment Status	<i>Part Time 0.4EFT</i>
Enterprise Agreement	<i>Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028</i>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for over 160 years. The Eye and Ear has over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

- **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
- **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

https://www.eyear.org.au/page/About_Us/Our_Publications_and_DVDs/

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

Position Summary:

The Diabetes Clinical Nurse Consultant (CNC) is an advanced nursing professional and independent practitioner who provides expert clinical leadership, specialised diabetes management, and high-level consultancy across the organisation. The role combines advanced clinical expertise with education, leadership and service development to enhance the quality, safety and effectiveness of diabetes care.

Working collaboratively with medical, nursing and allied health teams, the Diabetes CNC delivers comprehensive, patient-centred care that improves health outcomes for people living with diabetes. A key focus of the role is the delivery of education and support to patients of all ages and their families and carers as required, to ensure they are equipped with the knowledge, skills and confidence required to self-manage their condition effectively. Another key component of the role is the delivery of diabetes management specific education to staff of all disciplines.

The Diabetes CNC leads the development, implementation and evaluation of diabetes education programs, clinical initiatives and innovative models of care that align with best-practice guidelines, clinical care standards and organisational strategic priorities.

In collaboration with the multidisciplinary team, the Diabetes CNC coordinates timely and appropriate referrals within the organisation and to external providers, ensuring a holistic, integrated and person-centred approach to care. Through advanced clinical judgement, critical thinking and a commitment to evidence-based practice, the Diabetes CNC contributes to improved patient outcomes, enhanced service delivery and the ongoing advancement of diabetes care across the organisation.

Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care. This includes assessment, planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with best evidence based practice and the National Safety and Quality Health Service Standards (NSQHSS).
3. Information Technology (IT) skills that are commensurate with the requirements of the role.
4. The key responsibilities specific to this position are as listed below. This list is intended as a guide and is not all-inclusive

Clinical Practice

- Uses clinical knowledge and follows triage processes in responding to and prioritising referrals as relevant to work area
- Provides assessment, advice, education and support to patients, their carer's and other health care professionals as deemed appropriate
- Coordinates the assessment, development, implementation and monitoring of a comprehensive plan of care for patients from admission to discharge, in conjunction with the multi-disciplinary team
- Contributes to the development of an effective discharge plan and provides appropriate patient education, including referral to appropriate ongoing external diabetes services where applicable
- Responds to referrals in a timely manner
- Develops skills and experience with a wide range of diabetes technologies including insulin pumps and continuous glucose monitoring and related databases
- Able to work independently within scope of practice to undertake assessments and identify education and coordination of care needs for patients with diabetes, and their families and carers as required, to build self management capabilities as relevant to the various patient populations along the continuum of care

- Influences nursing practice by participating in patient care advocacy issues directed toward improving diabetes practice and quality of patient care
- Act as a clinical resource and support person within the organisation
- Educates nursing/medical staff about the standards of practice and best practice in diabetes care.

Education and Counseling

- Provides expert clinical leadership in the application of evidence-based guidelines for the management of diabetes, including complex presentations such as steroid-induced hyperglycaemia
- Delivers advanced education and consultancy to nursing and medical staff on diabetes pharmacotherapy, including indications, dosing principles, contraindications and adverse-effect monitoring to support safe and effective medication management
- Leads patient-centred education by conducting comprehensive assessments and providing specialised instruction on blood glucose monitoring, insulin administration and self-management strategies tailored to individual needs and health literacy levels
- Facilitates best-practice diabetes care by empowering patients and carers with the knowledge and skills required to manage their condition, promoting informed decision-making and optimising health outcomes
- Strengthens organisational capability in diabetes management by developing and implementing strategies that enhance the knowledge and clinical proficiency of nursing and medical staff across inpatient and outpatient settings
- Influences and advances nursing practice through active participation in advocacy initiatives, quality improvement activities and collaborative decision-making processes aimed at improving diabetes care standards and patient safety
- Demonstrates effective communication and counselling skills to facilitate informed decision making by people living with diabetes
- Understands and applies evidence-based education and techniques relevant to the demographic and health literacy needs of the individual living with diabetes, and their families and carers as required, to support behaviour change and self-management capabilities.

Research and Quality

- Develops, reviews and maintains hospital procedures and guidelines relevant to the management of diabetes. Initiate and participate in quality improvement activities
- Investigates appropriate procedures, reporting and documentation in the case of adverse events
- Initiates and participates in quality improvement activities as they relate specifically to the position
- Liaises with the hospital's procurement and contract manager regarding the hospital's blood glucose meter contract and reviews the blood glucose meters to ensure its appropriate for the organisation
- Demonstrates ability and willingness to take initiatives and to collaboratively contribute to service improvement work with the team leader and multidisciplinary team to continually improve the diabetes service in a planned, coordinated and evidence informed manner
- Critically appraises and reflects on own individual knowledge and skills to identify and document learning and development goals (including referring to the Levels of Competency 1-3 for each domain of the National Competencies for Credentialed Diabetes Educators, ADEA)
- Demonstrates understanding of, and alignment with, the organisation's strategic goals.
- Ensures adherence to organisational standards and mandatory requirements, as per the Organisational Clinical Competency Nursing Framework
- Adheres to legislation pertaining to privacy, confidentiality and the handling of personal information
- Maintains an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety issues
- Presents as a role model for all members of the multi-disciplinary team demonstrating clinical management integrity, vision, openness and flexibility
- Ensures clinical practice is in accordance with evidence-based practice
- Actively reflects on own professional performance and competence, seeks feedback and participate in ongoing professional development of self and others
- Accepts responsibility for Continuing Professional Development (CPD) of self and actively keeps a CPD portfolio as required by the Nursing and Midwifery Board of Australia.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

- Providing care that is patient and family-centred and delivered in partnership with the patient and their carer
- Developing and maintaining your skills and competencies relevant to your clinical scope of practice
- Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](#)) to deliver safe high quality and person-centred experience and care
- Participating in reporting and analysis of safety and quality data including risks or hazards
- Participating in improvement activities
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification
- Participating in appropriate professional development activities and other quality and safety training
- Participating in health service activities required for accreditation
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice
- Actively participate in the annual performance development cycle
- Is compliant with the Eye and Ear Data Accountability Framework ([link](#)).

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork
- Participate in wellness@work initiatives
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman
- Understand and adhere to emergency procedures
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work
- All clinical practitioners involved in medication management have an obligation to practice within legislation, the Poisons Control Plan, hospital policy and procedures
- The requirement for Advance Life Support training will be determined for nursing and medical staff working in specific departments based on acuity.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Division 1 Registered Nurse with current Registration with Australian Health Practitioner Regulation Agency (APHRA) in Victoria • Post-graduate Certificate in Diabetes Education • ADEA Credentialed Diabetes Educator (CDE) status 	

Experience	<ul style="list-style-type: none"> • Ability to work as a sole practitioner and also within interdisciplinary teams • High level of diabetes knowledge, skills and clinical competence • Excellent written and verbal communication skills • Self-motivated – able to plan and organise own workload • Minimum 5 years post-registration experience. • Experience in the provision of formal and informal education for nursing staff 	<ul style="list-style-type: none"> • Experience with Patient Management Systems / Digital Health Record (DHR) systems such BOSSNET, Cerner, Pims • Experience with hospital reporting systems such as Riskman / VHIMS •
Competencies	<ul style="list-style-type: none"> • Basic Life Support 	

Reporting Lines

Position Reports to – Manager Nursing Education

Number of Direct reports - nil

Key Working Relationships

(Internal)

- Medical staff / Anaesthetists
- Nurse Unit Managers, ANUM’s and Nursing staff
- Nurse Educators
- Clerical staff
- Allied Health staff
- Other hospital staff

(External)

- Patients, Families, Carers and Consumers
- External tertiary, Community and Primary Health Care Professionals and Agencies
- Other Diabetes Clinical Nurse Consultants

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name Jo-Anne Martin Date March 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____