

Position Description

Title	<i>Clinical Nurse Consultant: Diabetes Educator Specialist Clinics</i>	Position Reports to	<i>Nurse Unit Manager Specialist Clinics</i>
Classification	<i>ZA8 RN Grade 5 Clin Cons Y1-Y2</i>	Employment Status	<i>Part Time</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. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:
<https://eyeandear.org.au/about/publications/strategic-plan/>

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. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#).
 The Eye and Ear is a smoke free environment.

Position Summary:

As an independent practitioner, the Diabetes Clinical Nurse Consultant (CNC), collaborates with medical, nursing and allied health staff in the provision of comprehensive and patient-centred care, to improve the quality of care and health outcomes of patients with diabetes, including advocating for and partnering with patients, family and/or carers to optimise health outcomes, reduce risks and improve the quality of life for patients living with diabetes. The Diabetes CNC develops, implements and evaluates diabetes supports, education, care and management strategies/initiatives/innovations to ensure alignment with best-practice guidelines, clinical care standards and organisational values/strategic plan.

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
 - Provides assessment, advice, education and support to patients, their carer's and other health care professional 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
 - 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
 - Educates nursing/medical staff with regards to evidence-based guidelines available to manage aspects of diabetes care. e.g steroid induced hyperglycaemia management
 - Educate nursing/medical staff with regards to diabetes medications available, dosage and side effects as appropriate
 - Educates patients to monitor blood glucose levels and self-administer insulin
 - Educates patients about best practice care of their diabetes
 - Influences nursing practice by participating in patient care advocacy issues directed toward improving diabetes practice and quality of patient care
 - Develops formal and informal education programs to assist nursing staff in delivering quality patient care in the area of diabetes
 - 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 participate in quality improvement activities
 - Demonstrates knowledge/competency in performance of clinical skills relevant to the level of expertise
 - Acknowledges responsibility for own actions and seek assistance when necessary

- 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
- To have an understanding of, and to work in line with, the strategic goals of the organisation

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 sole practitioner and 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. 	<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 • Experience in the provision of formal and informal education for nursing staff
Competencies	<ul style="list-style-type: none"> • Basic Life Support • As per the Organisational Clinical Competency Nursing Framework – Mandatory Training 	<ul style="list-style-type: none"> • As per the Organisational Clinical Competency Nursing Framework – Professionally Recommended

Reporting Lines

Position Reports to – NUM Specialist Clinics

Number of Direct reports - nil

Key Working Relationships

(Internal)

- Medical staff
- Nurse Unit Managers, ANUM's and Nursing staff
- Nurse Educators

- Clerical staff
- Allied Health staff
- Other hospital staff

(External)

- Patients, 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 Toby Pontifex Date June 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: ____ / ____ / ____