

POSITION DESCRIPTION

Position Title:	Clinical Nurse Consultant
Business Unit/Department:	Diabetes Education Services
Division:	Western Health at Home
Award/Agreement:	Nurses & Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Clinical Nurse Consultant C – Year 1 (CAPR4.1) to Year 2 (CAPR4.2) (ZA7 to ZA8)
Reports To:	<i>Operationally:</i> Manager – Diabetes Education Services <i>Professionally:</i> Executive Director of Nursing & Midwifery
Direct Reports:	N/A
Date Prepared/Updated:	16 June 2025

Position Purpose

A Clinical Nurse Consultant (CNC) – Diabetes Education is a Registered Nurse Division 1 with post graduate qualifications in diabetes education who is appointed to provide an expert clinical resource, encompassing clinical service provision and clinical leadership, and who undertakes research and development, service planning and education activities to meet clinical nursing needs in Diabetes Education. Diabetes Education is part of the Multidisciplinary Diabetes and Endocrinology Unit. The Clinical Nurse Consultant – Diabetes Education will provide diabetes self-management education to inpatients including medical, surgical, rehabilitation, oncology, maternity and children's wards. CNC-Diabetes Education also attends and provides care to patients attending adult diabetes, young adult, paediatric and GDM outpatient clinics and in specialist nurse conducted clinics. Clinical Nurse Consultant led clinics include, but are not limited to ambulatory insulin stabilisation clinics, insulin pump clinics and group education sessions for newly diagnosed gestational diabetes patients. The CNC-Diabetes Education provides education to relevant medical and nursing staff in the safe management of patients with diabetes admitted to the ward. Being mindful of the nature of our service and the expanding role of the CNC-Diabetes Education there may be a requirement in the future to participate in an on-call roster to provide after-hours phone support to patients using insulin pump therapy or to those with other complex needs.

The role of the CNC; is working and providing advice and support to a multidisciplinary team environment to ensure an efficient program which meets the growing needs of this area of healthcare, incorporates the following activities; patient advocacy, collaborative patient and unit management, research, supervision and mentorship/preceptorship, interaction/liaison with multidisciplinary team, accurate and timely documentation.

Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab@Home, GEM@Home, Community Based Transition Care Program and Dialysis@Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Key Responsibilities

Direct Patient Care/Consultancy:

- In a consulting capacity, provides clinical nursing expertise and direction in line with clinical standards policies and procedures to both internal and external customers, including providing high level nursing assessment, care planning and interventions/procedures.
- Is responsible for a timely response to referrals and manages and provides assistance to others in prioritisation and completion of tasks such as completion of necessary statistical data, including entry to support financial recuperation as appropriate.
- Provides an efficient and customer focussed service commensurate with senior status and role.
- Provides clinical nursing expertise through knowledge of research, new developments and evidence-based practice in discipline specific and related areas.
- Act as a primary resource in relevant area, particularly paediatric diabetes and ensure the provision of high quality, culturally sensitive patient care in partnership with patients, their significant others and other members of the multidisciplinary care team

Supporting Services:

- Analyses situations and make appropriate decisions in a timely manner that meets the needs of patients, staff and organisation.
- Represents clinical specialty in multidisciplinary working groups
- Participates in the review of WH clinical procedures and guidelines
- Identifies opportunities for process redesign and to support staff in the implementation of redesign projects and activities.
- Contributes to a Quality and Business Plan as required in accordance with the National Safety and Quality Health Service Standards and Western Health Guidelines.

Research and Quality Activities:

- Continuously reviews existing practices and policies according to evidence-based practice to minimise adverse and promote positive patient outcomes.
- Obtains feedback through means such as surveys to ascertain whether service standards meet stakeholder expectations and responds to any identified deficits.
- Present and publish in appropriate professional conferences and journals and remain informed of the current literature
- Identifies and contributes to quality improvement and research projects within the service.
- Identifies areas that require improvement through observation, audits, incidents and staff feedback and implements improvement initiatives accordingly.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Nursing Leadership:

- Promotes a culture of innovation, education, excellence and patient/client first focus, through policies and practices that support and recognise individual and collective team contribution.
- Communicates information and expectations clearly and concisely in a way that builds effective and collaborative working relationships with others.
- Provides leadership in clinical situations demanding action.
- Maintains a professional demeanour and serves as a role model for all nursing staff, both as a clinician and in line with behavioural expectations.
- Demonstrates strong mentoring skills within the nursing and multidisciplinary team and supports succession planning.
- As an expert resource, provides expert clinical knowledge and direction to ensure that clinical standards, policies and procedures promote a patient focussed model of care.
- Develops, implements and monitors quality improvement activities and ensures safe work practices within the department/ward, in accordance with Western Health Policies as varied from time to time.
- Maintains and fosters relationships with appropriate internal and external stakeholders.

Education:

- Maintains and updates own professional development portfolio to demonstrate an ongoing commitment to learning and best practice.
- Exchange and share information from participation in seminars and conferences with colleagues via in-services, presentations, education forums, team and other meeting
- Provides education within area of extended nursing knowledge, skills & essence of nursing to multidisciplinary team members and patients/families.
- Works with less experienced nurses to develop their capabilities.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships**Internal:**

- Director of Nursing and Midwifery
- Divisional Director
- Clinical Service Director
- Operations Manager
- Heads of Units
- Medical staff
- Manager Diabetes Education Services
- Nursing staff

External:

- Patients, Next of Kin or Enduring Power Attorney
- General practitioners and broader Western Health Community Partners

Selection Criteria**Essential:**

- A commitment to Western Health Care's Values, Compassion, Accountability, Respect, Excellence, Safety
- Registration as a Registered Nurse in Australia
- Membership of specific specialty Association and/or nursing professional body as required (ADEA).
- Experience working in a senior clinical role (CNS or above).
- Demonstrated ability to work independently with minimal supervision.
- Willingness to work collaboratively with other Clinical Nurse Consultants at other Western Health sites as required.
- Demonstrated negotiation, problem solving and analytical skills.
- Demonstrated ability to work with a diverse and complex professional workforce.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Demonstrated ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes.
- Knowledge of Victorian, Australian and international standards and guidelines relating to relevant specialist area
- Possess excellent clinical skills
- Demonstrated ability to lead a team
- Proven ability to organise resources
- Demonstrated commitment to career long learning in relevant specialist area
- Demonstrated ability to write clear, concise reports, policies and procedures
- Basic computer literacy skills
- Be innovative, resourceful and adaptable to change
- Proficient in Microsoft applications.
- Flexibility in working hours to provide leave cover as negotiated.
- Minimum 3 years' experience in diabetes self-management education in paediatrics
- Current Victorian driver's license.

Desirable:

- Have completed or be working towards a Masters in Nursing
- Prior experience in research projects
- Evidence of prior service delivery planning
- Demonstrated knowledge of quality management
- Research, publication and public presentation experience.
- Credentialed by the ADEA or working toward same

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment.
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures.
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health.
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines.

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

General Information

- Redeployment to other services and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment