**DIABETES SERVICE NURSE MANAGER LEVEL 3**  
**ST VINCENT’S HOSPITAL, SYDNEY**  
**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>Diabetes Service Nurse Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT:</td>
<td>Diabetes Service</td>
</tr>
<tr>
<td>AGREEMENT:</td>
<td>Named NSW (non-declared) Affiliated Health Organisations’ Nurses Agreement, 2017</td>
</tr>
<tr>
<td>CLASSIFICATION:</td>
<td>Nursing Manager, Level 3</td>
</tr>
<tr>
<td>CAPABILITY LEVEL:</td>
<td>Level 3</td>
</tr>
<tr>
<td>REPORTS TO:</td>
<td>Nurse Manager Chronic, Complex &amp; Community Services</td>
</tr>
<tr>
<td>STATUS:</td>
<td>Permanent/ Full Time</td>
</tr>
<tr>
<td>HOURS:</td>
<td>Up to 38 hours per week</td>
</tr>
</tbody>
</table>

**EMployment Screening**

| NATIONAL CRIMINAL: RECORD CHECK: | Yes |
| WORKING WITH CHILDREN BACKGROUND CHECK: | Yes |
| WORKING WITH AGED CARE CHECK: | No |
| VACCINATION CATEGORY: | Category A |
| DIRECT REPORTS: | Nil |

**KEY RELATIONSHIPS (INTERNAL):**

- Nurse / Stream Managers
- Clinical Nurse Educators
- Clinical Nurse Consultants
- Nurse Education & Development Centre
- Learning and Development Unit
- Director Of Nursing
- Department of Diabetes & Endocrinology
- Podiatry Department

**KEY RELATIONSHIPS (EXTERNAL):**

- Four Pillars of NSW Health; HETI, BHI, ACI, CEC
- Primary Health Network
- General Practitioners
- National Association of Diabetes Centres
- Australian Diabetes Educators Association

**KEY RESPONSIBILITY:**

- Operational, financial, clinical governance and human resource management of the department.
- Ensure delivery of evidence based, patient centred care within a complex environment.
- Implementation of hospital/health network policy and procedure; the dissemination of information and ensure a safe environment for staff and patients.
- Direction, co-ordination and supervision of staff under their management and safe and efficient clinical practice.
POSITION PURPOSE
The Diabetes Service Nurse Manager is responsible for planning, co-ordinating, developing and reviewing service delivery to ensure a quality diabetes service is delivered to patients, families and carers in both the inpatient and outpatient settings. The Nurse Manager is responsible for ensuring that the function and direction of the service aligns with the organisation's strategic plan, that provision of service meets professional, legal and ethical standards, that collaborative professional relationships are established and maintained and for the overall management of the professional workforce that includes administrative staff, allied health professionals, registered nurses, clinical nurse specialists and clinical nurse consultants.

ST VINCENT’S HEALTH AUSTRALIA: IDENTITY
Our organisational values are relevant to all positions. All employees are required to consistently demonstrate behaviours that support the Mission, Vision and Values of St Vincent’s Health Australia and promote an ethical environment in accordance with the St Vincent’s Health Australia Code of Conduct.

OUR MISSION
As a Catholic health and aged care service provider, our mission is to bring God’s love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor and vulnerable.

We draw on the talents of our people and collaborate with others who share our vision and values to continue the pioneering spirit of Mary Aikenhead and the Sisters of Charity. We are committed to providing compassionate and innovative care, enabling hope for those we serve.

OUR VISION
To lead transformation in health care inspired by the healing ministry of Jesus.

OUR VALUES
Our values, based on the Gospels, reflect the healing ministry of Jesus, and act as a point of reference for our decision making which is fundamental to our Catholic identity. Our values provide direction as to the type of organisation we aspire to be and the kind of behaviours we regard as appropriate to help achieve our aspirations. Our values underpin all that we do and are demonstrated through our everyday actions, giving our mission and vision life.

Compassion: Caring for others with an openness that affirms life and healing
Justice: Acting with courage and fairness in pursuit of what is right and just
Integrity: Ensuring our actions and decisions are grounded in our values, reflecting both honesty and authenticity
Excellence: Demonstrating a passionate commitment to continuous improvement and innovation

OUR CARE
Our Care is:
- Provided in an environment underpinned by our mission and values
- Holistic and centred on the needs of each patient and resident
- High quality, safe, and continuously improved to ensure best practice
- Innovative and informed by current research using contemporary techniques and technology
- Delivered by a team of dedicated, appropriately qualified people who are supported in a continuing development of their skills and knowledge
- Committed to a respect for life in accordance with the Gospels

LOCATION: Sydney (Darlinghurst) or as determined by the Employer
MISSION AND CATHOLIC IDENTITY

Promote the mission, vision and values of St Vincent’s Health Australia, the St Vincent’s Health Australia Code of Conduct, and ensure these principles are effectively integrated in all areas of responsibility.

- Actively contribute to the development of a positive organisational culture, aligned to the mission and values of St Vincent’s Health Australia.
- Participate in information programs to ensure a clear understanding of the ministry and how the changing needs and environment of the Healthcare sector may impact on the delivery of the St Vincent’s Health Australia Mission.

POSITION DUTIES

- **Clinical Leadership**
  - Lead the provision of high quality evidence based diabetes care across the continuum
  - Foster and encourage the delivery diabetes services consistent with the objectives and strategy of St Vincent’s Hospital
  - Monitor and review Diabetes Education practice standards
  - Receive, investigate and act upon diabetes service complaints/incidents
  - Represent the diabetes service at relevant meetings and forums
  - Ensure clinical policies, procedures and business rules are evidence based, current and provide adequate guidance for clinical care processes.

- **Financial Management**
  - Formulate and submit budget strategies with the Nurse Manager Chronic and complex Community Services to address budget/ activity variances
  - Assist in development of service budget according to activity levels
  - Monitor activity and expenditure levels on a monthly basis
  - Review and identify opportunities for improvement in revenue collection across diabetes services
  - Participate in facility programs for the purchase, replacement and maintenance of equipment

- **Staff Management**
  - Direction, co-ordination and supervision of staff clinical practice and activities.
  - Management of rostering and leave management of direct reports (including clinical genomics counselling and administrative staff).
  - Lead recruitment in accordance with the needs of the facility and organisation (including clinical genomics counselling and administrative staff).
  - Foster a positive staff environment that promotes excellence, values staff and encourages quality improvement
  - Conduct staff performance reviews and guide professional development planning.

- **Environment**
  - Lead the department’s proactive management of WH&S matters
  - Meet legislative requirements for WH&S and participate in WH&S activities
  - Review, action and provide feedback on risk management activities
  - Ensure environmental safety for staff, patients and visitors
  - Ensure the monitoring and maintenance of equipment and monitoring and use of stock and supplies and cleaning services

- **Quality Improvement**
  - Lead the departmental quality improvement program which may include:
    - Performance indicators for Diabetes Services
    - Innovation and work practice change for diabetes professionals
    - Incident monitoring
    - Complaints monitoring
    - Equip Accreditation and quality planning
    - Leading Better Value Care specific plans
  - Collate monthly nurse manager reports
  - Develop an annual Diabetes Service business plan in conjunction with the Head of Department and Management
  - Participate in planning and review of clinical services
  - Implementation of hospital/health service policy and procedure

- **Professional Development**
  - Facilitate a CPD program for all staff
  - Promote and develop peer review and improvement opportunities
Promote diabetes related research
Coordinate placement of diabetes educator and dietetic students, including orientation and education materials

The Nursing Manager Level 3 will comply with the seven standards that constitute the Nursing and Midwifery Board of Australia standards for Registered Nurses, the two domains for leadership and two domains from St Vincent’s Hospital Sydney Ltd. The standards can be access via the link below.


Key Professional Responsibilities

The following guides are to be read in conjunction with the St Vincent’s Health Australia Code of Conduct and Code of Ethical Standards. The St Vincent’s Health Australia Code of Ethical Standards takes precedence over the Nursing Code of Ethics where there is a discrepancy. The standards should be read in conjunction with the following relevant documentation, including, but not limited to:

- Decision-making framework (NMBA 2013),
- Nursing practice decisions summary guide (NMBA 2013),
- Nursing practice decision flowchart (NMBA 2013),
- Code of conduct for nurses (NMBA 2018),
- International Council of Nurses Code of ethics for nurses (ICN 2018), and

STANDARDS

Standard 1: Thinks critically and analyses nursing practice

Registered Nurses use a variety of thinking strategies and the best available evidence in making decisions and providing safe, quality nursing practice within person-centred and evidence-based frameworks.

1.1 Accesses, analyses, and uses the best available evidence, that includes research findings, for safe, quality practice
1.2 Develops practice through reflection on experiences, knowledge, actions, feelings and beliefs to identify how these shape practice
1.3 Respects all cultures and experiences, which includes responding to the role of family and community that underpin the health of Aboriginal and Torres Strait Islander peoples and people of other cultures
1.4 Complies with legislation, regulations, policies, guidelines and other standards or requirements relevant to the context of practice when making decisions
1.5 Uses ethical frameworks when making decisions
1.6 Maintains accurate, comprehensive and timely documentation of assessments, planning, decision-making, actions and evaluations, and
1.7 Contributes to quality improvement and relevant research.

Standard 2: Engages in therapeutic and professional relationships

The Registered Nurse practice is based on purposefully engaging in effective therapeutic and professional relationships. This includes collegial generosity in the context of mutual trust and respect in professional relationships.

2.1 Establishes, sustains and concludes relationships in a way that differentiates the boundaries between professional and personal relationships
2.2 Communicates effectively, and is respectful of a person’s dignity, culture, values, beliefs and rights
2.3 Recognises that people are the experts in the experience of their life
2.4 Provides support and directs people to resources to optimise health-related decisions
2.5 Advocates on behalf of people in a manner that respects the person’s autonomy and legal capacity
2.6 Uses delegation, supervision, coordination, consultation and referrals in professional relationships to achieve improved health outcomes
2.7 Actively fosters a culture of safety and learning that includes engaging with health professionals and others, to share knowledge and practice that supports person-centred care
2.8 Participates in and/or leads collaborative practice
Standard 3: Maintains the capability for practice

Registered Nurses, as regulated health professionals, are responsible and accountable for ensuring they are safe, and have the capability for practice. This includes ongoing self-management and responding when there is concern about other health professionals’ capability for practice. Registered Nurses are responsible for their professional development and contribute to the development of others. They are also responsible for providing information and education to enable people to make decisions and take action in relation to their health.

3.1 Considers and responds in a timely manner to the health and wellbeing of self and others in relation to the capability for practice
3.2 Provides the information and education required to enhance people’s control over health
3.3 Uses a lifelong learning approach for continuing professional development of self and others
3.4 Accepts accountability for decisions, actions, behaviours and responsibilities inherent in their role, and for the actions of others to whom they have delegated responsibilities
3.5 Seeks and responds to practice review and feedback
3.6 Actively engages with the profession
3.7 Identifies and promotes the integral role of nursing practice and the profession in influencing better health outcomes for people

Standard 4: Comprehensively conducts assessments

Registered Nurses accurately conduct comprehensive and systematic assessments. They analyse information and data and communicate outcomes as the basis for practice.

4.1 Conducts assessments that are holistic as well as culturally appropriate
4.2 Uses a range of assessment techniques to systematically collect relevant and accurate information and data to inform practice
4.3 Works in partnership to determine factors that affect, or potentially affect, the health and wellbeing of people and populations to determine priorities for action and/or for referral
4.4 Assesses the resources available to inform planning

Standard 5: Develops a plan for nursing practice

Registered Nurses are responsible for the planning and communication of nursing practice. Agreed plans are developed in partnership. They are based on the RNs appraisal of comprehensive, relevant information, and evidence that is documented and communicated

5.1 Uses assessment data and best available evidence to develop a plan
5.2 Collaboratively constructs nursing practice plans until contingencies, options priorities, goals, actions, outcomes and timeframes are agreed with the relevant persons
5.3 Documents, evaluates and modifies plans accordingly to facilitate the agreed outcomes
5.4 Plans and negotiates how practice will be evaluated and the time frame of engagement
5.5 Coordinates resources effectively and efficiently for planned actions

Standard 6: Provides safe, appropriate and responsive quality nursing practice

Registered Nurses provide and may delegate, quality and ethical goal-directed actions. These are based on comprehensive and systematic assessment, and the best available evidence to achieve planned and agreed outcomes

6.1 Provides comprehensive safe, quality practice to achieve agreed goals and outcomes that are responsive to the nursing needs of people
6.2 Practises within their scope of practice
6.3 Appropriately delegates aspects of practice to enrolled nurses and others, according to enrolled nurse’s scope of practice or others’ clinical or non-clinical roles
6.4 Provides effective timely direction and supervision to ensure that delegated practice is safe and correct
6.5 Practises in accordance with relevant policies, guidelines, standards, regulations and legislation
6.6 Uses the appropriate processes to identify and report potential and actual risk related system issues and where practice may be below the expected standards

Standard 7: Evaluates outcomes to inform nursing practice
Registered Nurses take responsibility for the evaluation of practice based on agreed priorities, goals, plans and outcomes and revises practice accordingly

7.1 Evaluates and monitors progress towards the expected goals and outcomes
7.2 Revises the plan based on the evaluation
7.3 Determines, documents and communicates further priorities, goals and outcomes with the relevant persons

Leadership Domain 1: Workforce Management and Leadership
- Be an exemplary role model for the professions of nursing/midwifery
  - Role model through behaviour and communication styles the value of patients and carers
  - Model through behaviour and communication the value of the profession of nursing/midwifery
  - Display your photo and information on a “Welcome Board” in the entry of the ward/unit
  - Meet and greet patients regularly where appropriate
  - Develop a process that enables succession planning for key roles in the ward/unit
    - Establish and maintain relationships and trust
  - Establish and maintain processes and practices that enable participation of all members of the health care team
  - Establish and maintain practices that enable giving and receiving feedback and reflection on practice
  - Establish a succession plan for key roles in the ward/unit
    - Create an empowering work environment that enables the transfer of knowledge into practice
  - Ensure staff have up to date performance reviews and professional development plans
  - Enable, facilitate and lead change initiatives
  - Recognise, nurture and grow talent
    - Have an awareness of broader professional and health care issues and activities
  - Participate in professional activities within the organization
  - Participate as an active member in professional association/s
  - Seek opportunities for self-professional development
    - Enable others to achieve a shared vision
  - Develop, in collaboration with the health care team a shared vision for the ward/unit
  - Model through behaviour and communication the shared vision
  - Establish structures and processes that facilitate mentoring for staff members

Domain: Unit / Ward Management
2.1 Ensure the human, physical and financial resources of the ward/unit are managed, in collaboration with relevant subject matter experts, to deliver safe and efficient health care within available resources
- Develop / oversee rosters that ensure safe, quality care is delivered matched with the appropriate utilisation of skills and knowledge of the nursing/midwifery team
- Ensure appropriate equipment is available that enables hand washing processes for patients, staff and visitors
- Participate in the development and maintenance of the ward/unit budget
- Manage and report ward/unit financial performance against allocated budget
- Manage and report on financial and clinical key performance indicators relevant to the ward/unit
- Establish structures and processes that enable strategic planning for all members of the multidisciplinary team
2.2 Participate in problem solving in matters related to the functioning of the unit/ward
- Model critical thinking
- Enable others to participate in problem solving for themselves or as part of the team
- Provide opportunities for others to be innovative
- Support decision making with evidence
- Demonstrate accountability for decisions that are made
  - Establish and maintain processes to facilitate performance improvements
- Facilitate ward meetings for all members of the health care team
- Establish processes that enable the use of patients and carers feedback to develop and improve services
- Establish feedback processes to all staff that inform them of the ward/units performance
Manage ward/unit staff to facilitate growth and development

- Establish processes that ensure novice clinical staff are supported in their clinical practice and receive regular feedback on their performance
- All staff have annual performance reviews and development plans established
  - Monitor and maintain a safe environment for patients, staff and visitors, in collaboration with the relevant subject matter experts
- Establish processes and practices that enable participation of all members of the health care team to ensure that the ward/unit is safe
- Establish processes that include those staff with expertise in clinical and occupational safety where appropriate
- Institute processes that ensure data and information collected is used to inform decisions establish processes that ensure patients, carers and visitors are informed about safe practices in the unit/ward
  - Ensure and maintain knowledge and participation in business management activities within NSW Ministry of Health, LHN, organisational policy and procedures
- Participate where appropriate in activities outside the ward/unit, including in-services, conferences and membership to other groups
- Develop and maintain processes that will enable feedback to all staff on key Department, LHN and organisation activities and initiatives
- Create and maintain processes that will ensure ward/unit activities and initiatives align with those of NSW Ministry of Health, St Vincent’s Health Australia and St Vincent's Hospital Sydney

Workplace Health and Safety

- Complies with Workplace Health and Safety policies, procedures and safe work practices
- Promptly reports all incidents/injuries to their supervisor/line manager and completes a Riskman entry
- Ensures hazards are reported to supervisor/line manager and/or after hours managers
- Documents identified hazards in the ward/department hazard register and Riskman system
- Assists with assessment & development of control methods for identified hazards
- In consultation with supervisor/line manager ensures health and safety of self and does not put others at risk by own actions or omissions
- Participates in health and safety initiatives and consultation processes within the department/specialty
- Ensures health and safety of self and does not put others at risk by own actions or omissions
- Uses equipment provided in a safe manner as per hospital policy, Safe Operating Procedures and Material Safety Data Sheets
- Utilises personal protective equipment appropriately and when required
- As appropriate, participates in the workplace rehabilitation program following a work related injury
- Reports defects and/or equipment problems to supervisor/line manager or after hours manager

Self-Management

- Is open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives.
- Builds cooperative and constructive relationships
- Participates in the Hospital's Patient Safety Program by ensuring timely and accurate reporting of near or actual incidents via organisational incident monitoring program
- Reports for duty punctually and gives adequate notice of absenteeism
- Is compliant with hospital uniform policy
- Complies with organisation mandatory training requirements
- Undertakes other duties/tasks as requested from time to time (within scope of practice)

COMPLIANCE

- Ensure compliance across all relevant standards of accreditation and legislative requirements within areas of responsibility or as delegated by the CEO, St Vincent's Health Network Sydney.
• Ensure facilities operate at all times in compliance with the Catholic Health Australia Code of Ethical Standards for Catholic Health and Aged Care Services in Australia and relevant legislation.
• Ensure compliance with relevant legislation, standards and industrial instruments.
• Operate within the delegated responsibilities and authorities as set by St Vincent’s Health Australia
• Ensure relevant personal qualification, registrations and memberships are maintained at the required level.
• Ensure that employees are compliant with mandatory training requirements.
• Current immunity status that complies with the Occupational Assessment, Screening & Vaccination against Specified Infectious Diseases – Policy Directive PD2018_009

National Safety and Quality Health Service Standards

The Nurse Manager is a key participant and driver of quality and safety within their departments and across the organisation. The link below outlines a range of these responsibilities


INCUMBENT CAPABILITY REQUIREMENTS – Level 3

The incumbent shall possess and demonstrate the following core capabilities:

<table>
<thead>
<tr>
<th>CAPABILITY</th>
<th>DEMONSTRATED BEHAVIOUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONAL</td>
<td></td>
</tr>
<tr>
<td>Personal Effectiveness</td>
<td>Executes Results – Sets and measures team goals, driving pursuit of higher standards of practice</td>
</tr>
<tr>
<td>Learning Agility</td>
<td>Flexibility – Responds to new and complex situations by adjusting behaviour appropriately</td>
</tr>
<tr>
<td>OUTCOMES</td>
<td></td>
</tr>
<tr>
<td>Patient/ Resident Centered</td>
<td>Patient Excellence – Monitors satisfaction levels and proactively addresses issues</td>
</tr>
<tr>
<td>Innovation and Improvement</td>
<td>Continuous Improvement – Anticipates problems and continuously improves systems and processes</td>
</tr>
<tr>
<td>STRATEGY</td>
<td></td>
</tr>
<tr>
<td>Driving Results</td>
<td>Drives For Results – Takes ownership for performance of team results</td>
</tr>
<tr>
<td>Organisational Acumen</td>
<td>Short Term Planning – Uses information and organisational knowledge to make decisions and achieve results</td>
</tr>
<tr>
<td>PEOPLE</td>
<td></td>
</tr>
<tr>
<td>Working With and Managing Others</td>
<td>Leads Others – Shares responsibilities, providing support and effective communication</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Operates Cross Functionally – Develops constructive relationships across the organisation</td>
</tr>
</tbody>
</table>

SELECTION CRITERIA

• Personal integrity and demonstrated commitment to the Philosophy, Mission and Values of Mary Aikenhead Ministries
• Currently registered as a registered Nurse with the Australian Health Professionals Regulation Agency with recognised post graduate tertiary qualifications (preferably Masters level) in Diabetes Education or management and/or equivalent relevant experience
• Demonstrated high level leadership within the workplace including the ability to plan, implement and evaluate local service delivery and to form productive working relationships through highly developed communication, negotiation, facilitation and conflict resolution skills.
• Demonstrated experience managing operational, financial, human resource & workplace health and safety considerations
• Comprehensive understanding of clinical governance and current nursing issues
• Ability to assess, supervise and deliver, evidenced based, patient centred care within a complex environment
• Demonstrated experience in quality improvement initiatives, clinical policy and procedure development and implementation and demonstrated computer literacy in MS Word/Excel, Email and an electronic medical record / referral systems
• Demonstrated commitment to own professional development and support of others professional development through leadership, delivery of education and clinical practice support/supervision.

EMPLOYEE DECLARATION
I have read this position description, I understand the position requirements and position demands checklist and agree that I can fulfill these requirements to the standards outlined. I am not aware of any reason, which might interfere with my ability to perform the inherent position requirements and position demands of this position.

<table>
<thead>
<tr>
<th>Employee Name</th>
<th>Employee Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manager’s Name</th>
<th>Department</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>