



POSITION DESCRIPTION	
Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Part 2 - Addendum Diabetes Nurse Educator – Diabetes Connect

Position:	Diabetes Nurse Educator
Directorate / Service / Program:	Primary Care / Clinical and Complex Care Services / Chronic Disease Management Services
Industrial Instrument Name:	NURSES AND MIDWIVES (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2020-2024
Instrument Classification:	CN6
Reports to:	Team Lead Chronic Disease Management Services
Effective Date:	March 2024

Key Deliverables

- Work together with the Health Coach to support clients referred to the Diabetes Connect Program to address opportunities for health improvement and support them to actively engage in the management of their condition.
- Undertake assessments, planning and implementation of appropriate intervention strategies whilst providing evidence-based Diabetes Education and enhancing effective diabetes self-management.
- Engage clients and carers in decision making regarding their care and negotiate agreed plans of action.
- Manage complex caseloads with limited support and supervision.
- Work collaboratively with a multidisciplinary team to plan and implement comprehensive health care plans and individual health and wellness goals.
- Guide, support and coach clients to build on their knowledge, skills, and confidence to support self-management of their health goals and improve health literacy.
- Support the clients to eliminate any barriers to initiating and maintaining involvement with health professionals or services.
- Participate in GP engagement and collaboration.
- Assist in conducting a range of health promotion and community events for both individuals and groups.
- Participate in regular team meetings and community of practice sessions as required to support the ongoing development and reflective practice within the chronic disease management services team.
- Ensure services are customer focussed and of high quality that comply with Quality and Compliance standards and evidence based, best practice care.
- Maintain accurate customer records with completion of all documents in a timely and accurate manner in accordance with organisational standards.
- Foster a team culture aligned with EACH values, and behaviours.
- Contribute to the program's continuous development and quality improvements.



- Pursue, promote, and facilitate the ongoing professional development of self and others to ensure currency of knowledge and skills.
- Support a learning culture within the program and participate in supervision in accordance with organisational standards.

Qualifications and skills

- Bachelor of Nursing, or equivalent.
- Current registration to practice with AHPRA.
- Graduate Certificate in Diabetes Education
- Member of Australian Diabetes Educators Association (ADEA).
- Credentialed with Australian Diabetes Educators Association (ADEA) or working towards this requirement (desirable).
- A cleared National Worker Screening Check prior to commencement of employment.
- Advance clinical skills in managing a complex caseload using client-centred approach.
- Current Victoria Drivers Licence.
- Excellent skills in clinical assessment, treatment, intervention, and client education.
- Demonstrated experience and skill in the provision of diabetes education and chronic disease management services.
- Skills in motivational interviewing to enhance and facilitate behaviour change.
- Demonstrated capacity to work with people from diverse backgrounds including culturally and linguistically diverse backgrounds.
- Ability to develop and nurture positive and on-going relationships with a range of stakeholders.
- Ability to collaborate and show leadership in a multidisciplinary team.
- Excellent communication skills.
- Well-developed computer skills.
- Ability to work both independently and in a team and actively contribute to and share knowledge within a multidisciplinary team.
- Customer centric approach with the ability to build rapport with clients.

Physical Requirements:

- Able to sit at a computer for 6 – 8 hours per day.
- Ability to travel between EACH site locations if required.
- Walk up stairs.
- Stand for periods of time during group facilitation.
- Ability to travel between EACH locations.
- Lift 3 kgs etc.