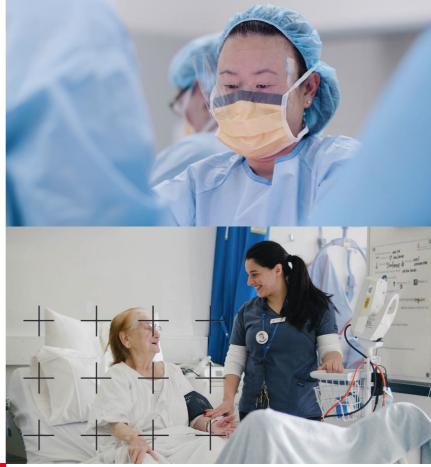


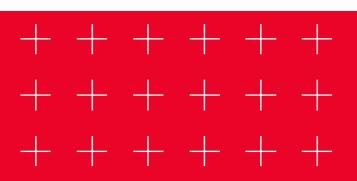
Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team







Position Description

Team Leader, Diabetes Co-Management Service





THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



Lead with Kindness



True excellence

Excellence



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- 3. Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- 5. Strive for sustainability





Position Description

Position Title: Team Leader, Diabetes Co-Management Service

Service: Hospital Admission Risk Program (HARP), Home First

Ambulatory and Complex Care

Location: The Royal Melbourne Hospital

Reports To: Community Services Manager

Nurses and Midwives (Victorian Public Sector) (Single **Enterprise Agreement:**

Interest Employers) Enterprise Agreement 2024–2028

Classification: Clinical Nurse Consultant C Year 1 - 2 (ZA7 - ZA8)

Above award allowance applies to this position

Employment Status: Full-time, Ongoing

Immunisation Risk Category: Category A

Date of Review: November 2025

POSITION SUMMARY

Hospital Admission Risk Program (HARP)

HARP provides specialist treatment, care planning, education and support to help people with chronic and complex health issues to manage independently and reduce their risk of a hospital admission.

HARP Diabetes Co-Management Service (DCS)

The Diabetes Co-Management Service operates as part of the Hospital Admission Risk Program (HARP). The service is available to individuals with unstable diabetes who have been admitted to hospital or presented to the emergency department (ED) during the last 12 months.

Team Leader, HARP Diabetes Co-Management Service (DCS)

The role of the Diabetes Co-Management Service Team Leader is to provide leadership, professional and operational oversight for the service. The role ensures effective human resource management including supervision, recruitment and performance management and has a role in providing direct clinical care. In collaboration with the Community Services Manager, the role provides leadership to the implementation of quality and business improvement processes within the team and within HARP.





KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- · Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- · Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Operational oversight and leadership of the HARP **DCS**
- Manages HR, recruitment and performance management, supervision, annual reviews, KPI monitoring, with input from clinical lead as required
- Monitor and update policies and procedures
- OH&S, OVA, quality and safety for HARP
- Monitors targets and KPI reporting to ensure targets are met
- Works with relevant managers across HARP partner organisations to support the operational functions of the team (human resource management/honorary appointments/IT system access, development of policy and procedures)
- Provides effective and responsive Human Resources management
- Working knowledge of government policy in relation to health, incorporates into service planning and delivery •
- Drive a culture of problem-solving within HARP
- Facilitates a collaborative, client centred service model.
- Recruits, inducts and supports appropriately qualified practitioners

- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Ensures appropriate allocation of staff to meet service demand, monitors staff caseloads and performance
- Ensures that the consumer voice contributes to development, delivery and review of HARP services
- Monitors operational and governance risk compliance, and responds in a timely and active way to all identified risks
- Complies with and implements HARP and Melbourne Health policies and procedures
- Has working knowledge of government policy in relation to health, and incorporates this into service planning and delivery
- Promotes HARP and MH in broader community through participation in relevant networks, professional associations, conferences and seminars
- Leads research and / or quality improvement activities within HARP DCS
- Ensures service sustainability by supporting staff to meet activity targets
- Undertake other duties in line with role as directed by Community Services Manager
- Be available to work across sites and in the community as required.

Team Leader, Diabetes Co-Management Service | Hospital Admission Risk Program (HARP), Home First Ambulatory and Complex Care | March





KEY RELATIONSHIPS

Internal

- HARP clinicians, managers, relevant partner staff
- · Cohealth, Merri Health, Bolton Clarke and other staff / clinical groups as required
- Melbourne Health Staff including Medical, Nursing, Allied Health and Managers

External

- Clinical peak bodies and other relevant organisations
- Department of Health and Human services
- External service providers and community services networks

KEY SELECTION CRITERIA

Formal Qualifications:

- Registration as a Division 1 Registered Nurse under the Australian Health Practitioner Regulation National Law Act (2009) with the Nursing and Midwifery Board of Australia.
- Post Graduate Diabetes Educators Course accredited by Australian Diabetes Association (ADEA);
- ADEA Credentialed Diabetes Educator;

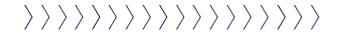
Essential:

- · Commitment to live the Melbourne Way putting people first, leading with kindness and achieving excellence together.
- Victoria Police Check
- Current Victorian Driver's License

Desirable:

- Previous leadership experience within health settings
- Demonstrated expertise in Diabetes Education
- Experience with leading research and / or quality improvement activities
- Proven administrative and organisational skills and ability to work autonomously and as a part of a team
- Flexible and creative mindset, with goal of optimising client outcomes
- Experience working across acute, sub-acute and community
- Understanding of Health Promotion, Public or Population Health
- · Understanding of factors contributing to hospital admission in clients with complex health issues
- Confident IT skills and a knowledge of HARP and Melbourne Health computer systems (EPIC)
- Knowledge of HARP performance KPI's and operational issues.
- · Knowledge of quality improvement processes.





KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements





AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- · Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

• Equity, Inclusion, Belonging and Safety

 As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

First Nations Commitment

o We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

Child Safe Standards

RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

Equal Opportunity and Accessibility

o We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

• Thriving Together

 Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature		
Employee Name (please print)		
Date		