

JOB DESCRIPTION

Job Title	Diabetes Self- Management Education Support Program (DSMES) Coordinator and Educator
Reports to	MD, Program Sponsor

Position purpose

Oversee the planning, implementation, and evaluation of education services of an accredited DSMES program. Role is to ensure that high quality DSMES is delivered through an organized, systematic process. As a result, patients will be aware and utilize available services through their health provider and network, federal/state/local programs and community resources for optimal diabetes self-management.

Duties and Responsibilities

1. Develop organizational structure, mission statement, vision statement, and SMART goals for initial accreditation and update annually.
2. Create Diabetes Advisory Board charter and invite community stakeholders to meet 6 months after accreditation and annually thereafter. Document meeting agenda and minutes.
3. Assess unique characteristics of people living with diabetes in the County including prevalence and type of diabetes, predicted diabetes-related trends, medical services available, and patient's preferences for DSMES services.
4. Determine whom program will serve and how to best deliver diabetes education to that population, and what resources to provide for ongoing support for that population.
5. Oversee the DSMES program and assume responsibility of planning implementation and evaluation of education services and implementation of the standards for DSMES.
6. Maintain continuing education and practice requirements of credentials.
7. Complete a minimum of 15 hours of continuing education in diabetes care on an annual basis.
8. Ensure lay health, community workers, and peer counselors who contribute to provision of DSMES instruction have received training in diabetes self-management, the teaching of self-management skills, group facilitation and emotional support.
9. Maintain current resumes, proof of licenses, registration, and/or certification to verify instructor(s) obtain and maintain required credentials.
10. Ensure documentation of instructor(s) minimum annual 15 hours of diabetes self-management continuing education.

11. Oversee selection, supervision and completion of a standardized training program for CHW and their ongoing training related to diabetes self-management with maintenance of proper documentation.
12. Develop policy identifying process of ensuring participant needs are met if needs are outside of instructor(s) scope of practice and expertise.
13. Select a curriculum that reflects current evidence and practice guidelines, with criteria for evaluating outcomes. Review curriculum annually and update to reflect current evidence, practice guidelines and cultural appropriateness.
14. Design an education program that helps the participant access needed community resources and assist patient in navigating the health care system.
15. Ensure instructor(s) assess the diabetes self-management, education, and support needs of each participant and collaborate with participant to develop and individualized education and support plan focused on behavior change.
16. Review sample of documentation of communication to other members of health care team by all instructors of participant's personalized follow-up plan for ongoing self-management support on an annual basis.
17. Ensure all instructors of DSMES monitor participant's achievement of personalized diabetes self-management goals and other outcome(s) as a way to evaluate the effectiveness of the educational interventions, using appropriate measurement techniques.
17. Measure the effectiveness of participant education and support through utilization and maintenance of AADE7 system. Submit data annually ensuring continuous quality improvement and look for ways to improve.
18. Develop policies and procedures for office management, increasing referrals, insurance verification, eligible Medicare hours, and optimal reimbursement of services.
19. Oversee the development of print and electronic promotional materials, patient materials and education materials to include website with weekly blog and links to independent DSMES, Facebook and Twitter accounts.
20. Develop strategies for increasing referrals and patient attendance
21. Ensure there is an ongoing continuous quality improvement project that is presented to stakeholders and reviewed at least annually.
22. Collect and analyze data to identify gaps in services.

Education/Experience

1. Minimum Bachelor's degree in health-education related field
2. RN, RD or pharmacist with training and minimum of 2 years' experience pertinent to DSMES
3. Certification-CDE, BC-ADM preferred

Skills and abilities

1. Demonstrate leadership, team building and management skills
2. Program development skills
3. Experience managing a chronic disease, facilitating behavior change, and experience with program and/or clinical management
4. Experience of care-coordination within an individual practice or health system
5. Experience as member of Diabetes Advisory Board preferred
6. Experience as a member of community-based board serving the needs of an underserved population preferred
7. Experience in development, assessment of effectiveness, and refinement of SMART goals in program development preferred