

Job Description – Program Coordinator/ Quality Coordinator

Reports to: Director of Pharmacy

Supervises: Diabetes Educators

Position Overview: Provides individualized diabetes self-management education/ training to individuals and groups according to the Scope of Practice, Standards of Practice, and Standards of Professional performance for Diabetes Educators. Supervises the quality of education provided by diabetes educators and conducts quarterly reviews of employees conducting diabetes education.

Duties and Responsibilities:

Oversight of DSMES Services

- Implements of the standards for DSMES
- Ensures services are evidence-based
- Makes sure service design incorporates population needs
- Ensures ongoing service evaluation and continuous quality improvement plan is reviewed at least annually

Supervision of Educators

- Participates in the development of training materials.
- Contributes to, and participates in, a continuous quality improvement process to measure DSMES program and to identify and address opportunities for improvement.
- Appraises performance of Diabetes Educators (including self) to identify areas of strength and areas for improvement and to develop a plan for improvement and growth.
- Participates in peer review process to evaluate performance of other professional instructional staff.
- Maintain 15 hours of continuing education annually specific to diabetes, diabetes related topics and behavior change and self-management education strategies.

Instruction of program participants:

- Collects participant assessment data using the AADE7 framework in a collaborative and ongoing manner.
- Collaboratively develops educational goals, learning objectives and a plan for educational content and teaching methods with DSMES program participants.
- Provides educational interventions that utilize primarily interactive, collaborative, skill-based training methods and maximizes the use of interactive training methods.
- Collaboratively develops an individualized follow-up plan with each program participant.
- Evaluates effectiveness of educational services provided by measuring attainment of learning objectives.
- Conducts a follow-up assessment upon completion of DSMES program services.
- Documents assessment data, educational plan, educational services provided and results in each participant's educational records.
- Utilizes a team approach to provide services and collaborates and communicates with team members when needed.

- Identifies when a program participant's needs are outside the scope of the instructor's practice and expertise and arranges for additional services to meet needs.

SAMPLE