



# POSITION DESCRIPTION

Position title:	<b>Diabetes Educator</b>
Candidate:	VACANT
Department:	San Mateo and Redwood City Free Clinics
Supervisor:	Medical Director
FLSA:	Full-time/Non-Exempt/ 1FTE
Salary:	\$85,000
Effective date:	ASAP

## OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

The diabetes care and education specialist (DCES) delivers comprehensive and seamless services that bridge the gap and integrate clinical and self-management aspects of diabetes and cardiometabolic care. The DCES is an integral part of the interprofessional team and provides collaborative, comprehensive and person-centered care, and education conducive to behavior change and improved quality of life across the lifespan. The DCES supports and advocates for people affected by diabetes to optimize quality care. The DCES promotes self-management to achieve individualized behavioral and treatment goals that reduce risks and optimize health outcomes. This position may have three collaborative positions providing oversight toward the success of this role- the Medical Director and two Associate Medical Directors. This position is grant funded.

## JOB REQUIREMENTS

**Please note our preferred and in some cases required qualifications for this position:**

**Preferred Education, Licenses and certifications to be presented at time of hire--**

- Bachelor of Science in nursing, dietetics/nutrition/pharmacy.
- Licensed Dietitian in California
- Certified Diabetes Educator

**Preferred Experience- Minimum 1 year of experience in the following:**

- Diabetes self-management education and support experience preferred.
- Working knowledge of Diabetes Technology

**Other Skills and Expertise -**

- Bilingual and Bicultural English and Spanish required.
- Excellent professional written and verbal communication skills.
- Strong emotional intelligence skills.
- Knowledge of social and economic problems pertaining to low-income, culturally diverse and underserved populations. Demonstrated knowledge of Samaritan House's target service population is helpful.

- Strong Analytical and Evaluative skills.
- High level of ethics, credibility, integrity, compassion and transparency in all interactions and conducting of business.
- Demonstrated ability to exercise appropriate, professional and sound judgment with tact and diplomacy both under normal and stressful situations. Excellent ability to maintain professional boundaries with all agency constituents.
- Excellent interpersonal skills. Ability to establish and maintain effective relationships with Samaritan House constituents of diverse backgrounds. Must be able to work independently and collaboratively within a team. Excellent customer service skills.
- Excellent ability to deliver solutions-based approach to problem solving in a timely manner. Strong critical thinker with high energy, initiative, positivity and enthusiasm.
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related medical field, federal, state, or local agency requirement.
- Strong organizational skills, time management skills, and effective multitasking skills. Accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the medical program in a fast-paced work environment
- Computer Proficient. Good experience with Microsoft Office Suite, and electronic health record systems. Ability to quickly learn computer programs, applications and databases. Knowledgeable with use of telecommunication applications as assigned- Zoom, Teams, Skype, FB Messenger etc.
- Demonstrated data/file/records management skills. Ability to prepare any necessary data or reports requested.
- Positive and resilient attitude with ability to maintain grace under pressure, excel and contribute to a collegial and friendly working environment. Ability to function as a team player who promotes the concepts of collaborate work in all areas with a sense of humor and a cooperative spirit.
- Ability to meet deadlines and complete all work in a timely manner.
- On rare occasions flexibility in schedule may be needed, including evenings, holidays and/or weekends.
- The ability to independently travel to various agency locations as assigned for training programmatic reasons or other agency business.

### WORK ENVIRONMENT/PHYSICAL ACTIVITIES/BENEFITS

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 25 pounds. This position will be evaluated for Technological tools as needed.

**DIRECT PATIENT CARE/CONTACT:** Exposure to patients, visitors, and family members with a variety of physical and psychiatric/mental health conditions. Visual acuity including color vision. Ability to hear and orally communicate. Ability to read, comprehend, and write English language.

Samaritan House prefers all candidates to be fully vaccinated (including any mandated boosters). During the pandemic some positions will work remote, hybrid or onsite-This position is onsite. While on site all employees regardless of vaccination status are required to wear masks and social distance and abide by the Agency's Covid Protection Policies.

**BENEFITS INCLUDE:** Medical, Dental, LTD/LIFE/EAP, 403(B) Retirement with Match after eligibility requirement met, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance, AFLAC.

### ESSENTIAL FUNCTIONS OF THE POSITION

1. Integrates skills and knowledge of pathophysiology, epidemiology, clinical management, cardiometabolic conditions, and self-management of diabetes into clinical practice.
2. Advocates for and communicates about improved quality of care and outcomes for those living with, at risk for, and affected by diabetes and cardiometabolic conditions.
3. Partners with individuals to deliver care and education conducive to behavior change and improved quality of life for self-management of diabetes and cardiometabolic conditions across the lifespan.
4. Engages in lifelong learning and serves as a role model of professionalism.

5. Provides quality diabetes self-management education and medical nutrition therapy in individual and group settings based on assessed needs. Utilizes appropriate teaching techniques that are sensitive to the learning preferences of the person with prediabetes or diabetes.
6. Follows the ADCES Diabetes Education Accreditation Program requirements which are based on the National Standard of Diabetes Self-Management and Support Guidelines.
7. Completes comprehensive assessments for each patient including emotional and behavioral health, interprets personal health data, develops an individualized care plan based on the patient's assessed needs and goals and promotes successful self-management.
8. Documents all individual contacts/visits in the Electronic Health Record and outcomes data base according to the guidelines in a timely manner.
9. Collaborates, advocates, and confers other members of the diabetes care team in developing person-centered diabetes plans.
10. Contributes to the achievement of established department goals and objectives and adheres to department policies, procedures, quality standards and safety standards. Complies with governmental and accreditation regulations.
11. Participates in meetings, serves on committees, and represents the department in community outreach efforts as appropriate.
12. Delivery of excellent client services. Perform all work within professional boundaries, excellent ethics/integrity and in good faith.
13. Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
14. Represent the organization in a professional and courteous manner at all times.
15. Regular and reliable attendance is an essential job function.
16. Assist in the maintenance of a safe work environment. Report and complete any necessary incident reports within 24 hours. Report COVID-19 policy violations. Discuss and review the incident report(s) with Supervisors.
17. Attend community and agency events, trainings and meetings as needed.
18. Other duties as assigned.

## ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the description of your job as Diabetes Educator.

Employee signature	Date	Supervisor signature	Date
Director of Human Resources signature	Date		