

Position Background

The CDE Central Office has a Clinical and Administrative Operations Team to facilitate and monitor the implementation of systematic, proactive case management of persons with diabetes belonging to the DMP, in accordance with our Mission Statement and 'Guaranteed Minimum Care Guidelines', our Partner contracts and Council for Medical Schemes oversight. All CDE interventions must be done with safety, caring, accuracy and reproducibility to ensure that individual needs and fears are catered for and that long-term care and follow up data represents the Member's actual and optimal clinical status as much as is possible.

The CDE Operations Team also acts as a resource to train, guide, mentor and oversee the activities of CDE-affiliated health professionals. We require a **Diabetes Education Developer / Coordinator** to *start as soon as possible*. The role will encompass that of a clinician, researcher, visionary change agent, educator, counsellor, coach, advocate and administrator and will assist the Unit Head in the provision of a vital interface between the CDE, DMP Members, CDE-affiliated health professionals and our Funding Partners.

Position Overview

This salaried full-time position is to assist in the management of scientific, creative, branding and administrative aspects of the *Educational* and *Media and Publishing* needs of the CDE, in conjunction with the other Managers, as part of the CDE Management Team.

CDE Academy

Research, curriculum and content development, production / updating and evaluation of:

- Online Courses for a wide and expanding range of Course ideas to meet contractual requirements for partnerships with Medical Funders.
- Patient support materials for Members of the CDE Diabetes Management Programme
- Resource material for the flagship CDE 5-Day Advanced Course in Diabetes Care for Health Professionals.
- 'Dominos in Diabetes' and other customised training courses in diabetes care and management for diabetes industry, healthcare provider and patient groups. Course / curriculum researcher and developer.

Assistance with sourcing and supporting of 'CDE Faculty' Members to deliver CDE educational Courses.

CDE Media and Publishing

The CDE engages in a wide variety of business activities relating to diabetes and cardiovascular risk. Various Media and Publishing activities are required within and by the business, and a dedicated Media and Publishing support competency has been established to service these requirements. CDE Media and Publishing fulfils most of the media and publishing requirements of the various CDE business units and structures (internal clients). This includes the production and publishing of hard and soft copy media. These business units include, but are not limited to:

- CDE Operations (Diabetes Management Programme)
- CDE Education (CDE Academy)
- Business Development
- Finance

Position requirements

- Minimum 4-Year Degree or Diploma in Nursing (Registration as a Community Health / Psychiatric Nurse / Midwife an advantage) or Degree in Dietetics / Pharmacy
- Postgraduate Diploma / MSc in diabetes (e.g. University of South Wales) would be a distinct advantage).
- 4 years or more experience in the clinical care and community management of diabetes and related cardiovascular risks would be a distinct advantage
- Current Registration in field of qualification and evidence of Continuous Professional Development
- Current Professional Indemnity Insurance.
- Code 08 Driver's License

Knowledge and Skill requirements

- *Excellent* command of and insight into the nuances of the English language and the language of science
Incumbent must be able to **speak and write clearly and fluently**
- Fluency in another language would be an advantage
- Excellent *content research skills*
- *Deep insight into the interpretation of clinical research outcomes, and the translation thereof into evidence-based educational materials for people with diabetes and associated cardiovascular risks, and for the health professionals who facilitate their care.*
- Excellent computer literacy (MS Windows packages essential, especially Microsoft Outlook, Word, PowerPoint and Excel). The incumbent will also be required to gain competence in the use of online webinar and survey applications
- Excellent telephonic communication skills
- Excellent counselling and coaching skills
- Logical, creative and innovative thinker

Personality Requirements:

- Professional attitude to Members, health providers, colleagues and the Funding Partner staff. Able to develop good working relationships with work colleagues – a team player
- Conscientious and self-motivated with a strong work ethic
- Able to handle stress and work to deadlines
- Assertive, but emotionally intelligent
- Able and willing to understand and appreciate the needs of people from diverse cultural backgrounds
- Willing and able to learn
- Self-motivated, taking personal responsibility for developing excellence
- Positive attitude and proactive
- Ability to communicate on all levels
- Inherent ability to maintain a high level of confidentiality and ethics
- Honest, compassionate, empathic, able to listen
- Committed to Continuing Professional Development.

N.B. Pre-requisite tasks for interview

Two short (2-A4-page – Calibri 11 font. *Maximum* 1200 words) practical assignments must be completed to demonstrate the applicant's scientific / diabetes knowledge, understanding and insight and research and writing abilities:

1. A patient information leaflet on hypoglycaemia. This leaflet should contain the *gamut of the range of current understanding of hypoglycaemia as it affects people with diabetes living in the community*, with the aim to keep them there and out of hospital. This brief is deliberately minimal, because the applicant should know what this entails.
2. An article, aimed at health professionals arguing, based on latest insights into sociology, psychology, epigenetics and the gut microbiome and with reference to traditional insights into infectious disease transmission, why diabetes, hypertension, overweight and obesity etc should be considered *communicable* instead of *non-communicable* lifestyle conditions.

Both these assignments must be submitted to MichaelB@CDEDiabetes.co.za as soon as possible preceded by a *notice of interest* in applying for the position.

Both assignments must be properly formatted and referenced (2-5 will be sufficient). Use proper headings to structure your work. Images, diagrams and tables may be used where appropriate

Summary of Benefits

Remuneration: negotiable depending on qualifications and experience and demonstrated ability.

After successful completion of the three-month probation period:

- **Medical Aid:** Membership of a medical scheme is compulsory. CDE will contribute 50% of the monthly contributions (up to the Discovery Priority Classic Option) to staff members who are principal members.
- **Group Life and Disability Scheme and Retirement:** This is compulsory. The CDE contributes the full costs of the premiums for this Group benefit. The premiums do not form part of the salary package, but all members are personally liable for the perks tax on the monthly premiums, which will be automatically deducted from the salary. This benefit includes the following:
 - Life cover equivalent to five times your annual salary);
 - Disability cover (monthly income of 75 % of monthly salary);
 - Critical Condition Benefit (Equivalent to twice your annual salary);
 - Family Funeral Cover of R 15, 000.
- **Working hours:** A minimum of 42.5 ordinary working hours per week, eight and a half (8 ½) ordinary hours per day, five (5) days per week. The working day referred to includes a 30-minute meal interval per day. Weekends and Public Holidays are normally not worked, but occasionally some weekend and after-hours work will be required as part of the position. Overtime is not paid.
- **Discretionary performance-linked Annual Bonus** (Paid pro rata for length of service for the first year): Depends on company and employee performance.
- **Annual Leave:** minimum of 18 working days' annual leave during each 12-month cycle from the date of employment.

Background to the CDE

With a 23-year history in the managed care of diabetes, the Centre for Diabetes and Endocrinology (CDE) has facilitated the establishment of a nationwide Preferred Provider Network (PPN) of over 200 trained Diabetes Teams that deliver a comprehensive Diabetes Management Programme (DMP) for the treatment and management of diabetes. Currently over 12, 000 Members are serviced nationwide with this model of care.

The objectives of the CDE DMP are to:

- achieve and maintain *optimum diabetes control* through rational use of targeted lifestyle & drug therapies
- Reduce *hospital admissions* for diabetes- and non-diabetes related causes
- Reduce the preventable and unnecessary acute and chronic costs associated with diabetes management
- Improve the quality of life for people with diabetes
- Focus on *wellness* and *health* rather than illness
- Report to medical aids on *outcomes* achieved on their Member cohorts who utilise the services of the CDE DMP, not only to fulfil contractual and legislated reporting requirements, but also to enhance the *value* of the product they are purchasing.

To achieve these objectives, the CDE endorses the concept of a *Team approach* with respect to diabetes management. This Team comprises not only the various healthcare providers, but also our Medical Fund Partners, and the Members themselves.

Currently, the CDE Central Office has contractual agreements with 17 medical aids, to provide this Team care to their members who have diabetes. Under our present funding model, for each CDE DMP member, the medical aid pays the CDE Central Office an agreed monthly Capitation Fee. This is paid at the beginning of each month, as a pre-payment, and all those Members for whom payment is received, are entitled to receive benefits from CDE. From a Member's perspective, membership of the CDE DMP may be voluntary or compulsory, depending on the stance taken by their Medical Aid. Access to CDE DMP benefits may also be subject to which option the Medical Aid Member is on.

The CDE Central Office has contracted doctor-led diabetes teams across the country to enable them to provide the benefits to the Members registered on the CDE DMP. Each of these doctors is considered a Branch of CDE, and they agree to provide benefits to each registered Member, in exchange for receiving a major portion of the Capitation Fee paid to the Central Office. An important aspect to the CDE DMP is that each Branch assumes a degree of risk for the Members registered at their Branch. In addition, the CDE has contracted a Network of Primary Care doctors who are reimbursed on a Fee-for-service basis.

The CDE DMP relies on the premise that if persons with diabetes are well managed (which will cost more in the short-term than no or minimal care), the *preventable* costs associated with their care are reduced, both in the short term and in the long term. We place this responsibility on the shoulders of the Physician, who outside of the CDE Network, often has no such incentive to keep costs to a minimum. It is structured in such a way, however, that the Physician achieves this by optimising the care of the Member.

The CDE is an equal opportunity employer, committed to the hiring, advancement and fair treatment of individuals without regard to race, colour, religion, gender, age, sexual preference, ethnicity, disability or any other protected status designated by law.