
JOB DESCRIPTION

DATE : March 2024
REF NO:

JOB DETAILS:

JOB TITLE: Senior Diabetes Nurse

BAND: Band 7

HOURS: 37.5 Hours

DEPARTMENT: Staffordshire and Stoke-on-Trent Care Group – Community Nursing, LTC & Therapy Services East Staffordshire

LOCATION: East Staffordshire

REPORTS TO: Operational Manager

ACCOUNTABLE TO: General Manager

RESPONSIBLE FOR: Allocated team within an integrated care portfolio

WORKING RELATIONSHIPS:

INTERNAL:

- General Manager
- Operational Manager
- Head of Operations
- Clinical and Care Director
- Managing Director
- Care Group Core team
- Care Group Senior Leadership team
- Clinical and Professional Leads
- Professionals across the Services
- Community Nursing, Specialist and Social Care teams across the Care Group
- Corporate Services

EXTERNAL:

- Patients, Service users and their families
- Primary Care
- Primary Care Networks
- Acute hospitals
- Partner Organisations and personnel including third sector

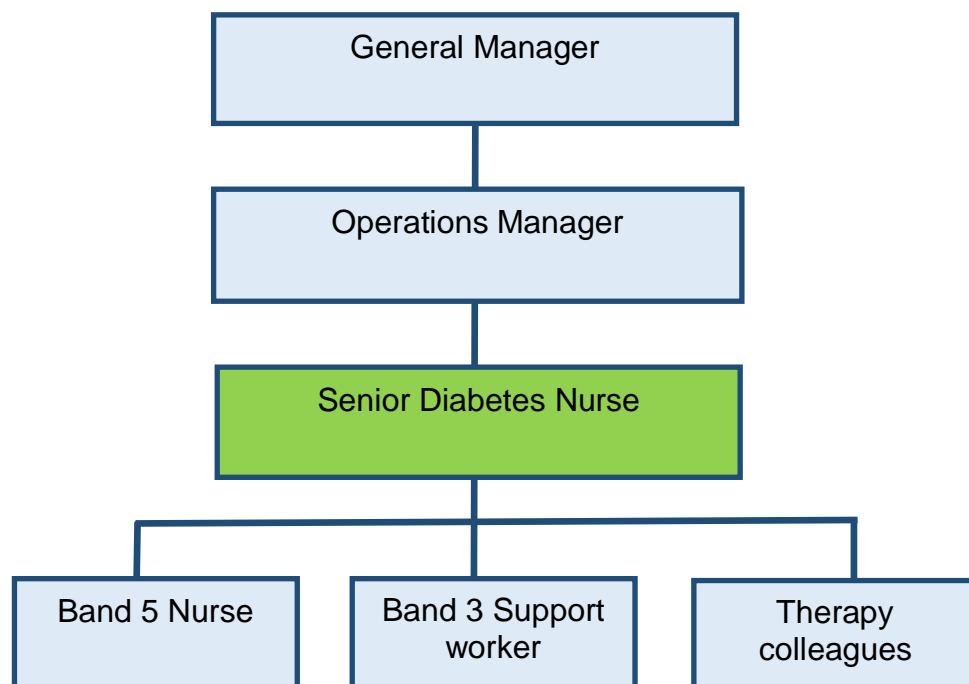
JOB PURPOSE:

Operationally manage a small multi-disciplinary team, the team will consist of nursing professionals and working collaboratively with therapy colleagues, in accordance with Trust values, in the delivery of effective, efficient and high quality services for service users.

Work in conjunction with the General Manager, Operational Manager, Head of Operations and Professional/Operational Leads to develop and deliver safe and effective services, in accordance with key national targets, clinical standards, service priorities and performance indicators set by local commissioners and Trust policies.

The post holder will support and oversee operational delivery of services at team level; they will be required to work autonomously in order to address issues impacting on service delivery with overall support and strategic direction from the General Manager / Operational Manager. The post holder will manage and assess a caseload of complex patients with a diagnosis of Diabetes whilst supporting junior members of the team.

ORGANISATIONAL STRUCTURE:



KEY DUTIES AND RESPONSIBILITIES

Leadership / Service Development

Manage the team in accordance with Trust values and Care Group objectives.

Work with colleagues to develop and communicate the vision of patient centred care.

Participate in the formulation of operational plans; which take into account local, regional and national drivers and support their safe and effective implementation.

Develop local objectives and plans within the team in conjunction with the General Manager/Operational Manager to deliver services in line with the integrated care agenda and Care Group objectives.

Analyse team data and information relating to performance to inform future service priorities.

Ensure active service user involvement is embedded within the team to support service development and innovations.

Contribute to the design and development of IT systems that support clinical delivery and capture data and information that will meet commissioners need and inform service evaluation and planning.

Support the General Manager / Operational Manager to identify new business or contracts for local service provision.

Clinical responsibilities

To adhere to and apply Nursing, Midwifery Council (NMC) code of conduct of professional conduct and all other relevance guidance from the NMC and the Partnership Trust.

To be professionally accountable and responsible for all aspects of own work.

To manage a caseload of complex patients with Diabetes and provide management plans where appropriate and encourage self- management where possible.

To safely supervise and support junior staff from a clinical aspect whilst liaising with the Professional Lead for the Diabetes Specialist team. To be aware of and work within all MPFT policies and guidelines.

To monitor the budget for the team in conjunction with the Operational Manager.

To attend Clinical Improvement Groups pertinent to the Diabetes team within MPFT.

To effectively manage patient wait times whilst working with the team

To triage all patient referrals and RAG rate accordingly.

To work effectively within the team with therapy colleagues, ie Podiatry, Dietetics and AWC. To maintain contemporaneous and accurate records as required by the Partnership Trust and in line with professional standards (e.g.,NMC).Support identified team members giving guidance and direction where appropriate

Service Management

To be responsible for the deployment, day-to-day management, supervision and co-ordination of designated staff, co-ordinating the day to day activities of the team.

To develop detailed operational plans in response to internal and external factors which are reviewed, monitored and updated through team meetings.

Support the Operational Manager and General Manager to ensure that the service is safe and effective and delivered in accordance with evidenced based standards and recognised good practice e.g. NICE guidance.

To work with clinical and professional leads in ensuring the team are working to MPFT and care group clinical governance frameworks. This includes implementing recommendations and sharing good practice from serious incidents, complaints, identifying, owning and reporting of risk and actively engaging in clinical audits to ensure we are delivering effective services which adhere to the evidence base.

To ensure quality is embedded within all aspects of service delivery and owned by staff. To support staff to actively engage in developing quality improvement projects within their team.

Engage in and support the development of policies, procedures and working practices within the

team. Ensure implementation, monitoring, evaluation and compliance with all policies and procedures in area of responsibility.

Provide immediate advice and direction to team members in relation to operational and clinical service issues, analysing and interpreting the various options available.

Provide managerial and technical advice to other disciplines and agencies in relation to the service.

To manage performance data effectively and ensure that the team meet their national and key performance targets highlighted in the service specification. Where there are concerns around performance, action plans to be devised with the support of the Operational Manager.

Oversee the management of risk related to the delivery of team level services; identifying and monitoring risk, taking action where necessary to mitigate risk and escalating risks, as appropriate, with support from the General Manager or Operational Manager. To support clinical risk management activities within sphere of responsibility

Ensure systems are in place to respond promptly and appropriately, in an open manner, to complaints and queries concerning the services delivered at team level.

Investigate complaints, meet and respond to complaints and draft complaint responses, as requested by the General Manager or Head of Operations.

To evidence and highlight service performance against key outcomes and targets through robust data analysis and report writing.

To ensure administration is fully embedded within the team and meets the demand and needs of the service.

Communicate highly sensitive confidential information relating to patients and staff that require empathy, persuasion and reassurance.

Awareness of the budget for the team whilst maintaining a financial balance and ensuring effective and efficient use of resources.

Manage the purchase of resources and equipment required for the delivery of team objectives.

Workforce Management and Development

Create a team culture in which staff are valued and well-supported and able to deliver services with care and compassion.

Improve team functioning and effectiveness by developing team work in line with MPFT Trust Values.

Directly manage and supervise the team staff which may include operational supervision of therapy colleagues working alongside the team.

Establish structures within the team to ensure effective management and supervision of staff across the service.

Ensure systems for clinical supervision are implemented and regularly reviewed for all team members.

Undertake effective service lead workforce planning, including succession planning and training and development planning to ensure the workforce has the necessary skills and knowledge to meet changing service needs as Primary care Networks develop and our MPFT integrated Care offer emerges.

Manage recruitment and selection of staff, taking into account workforce plans and new ways of working.

Ensure staff are appraised, in accordance with Trust policies, with individual objectives..

Monitor and manage attendance e.g. annual leave, training, study leave and sickness absence, taking appropriate management action as required.

Ensure conduct and performance is effectively managed in accordance with Trust policies.

Undertake disciplinary investigations and present cases at disciplinary hearings, as requested by the General Manager

Working Conditions

Frequent requirement for sitting in a restricted position for a substantial proportion of the working time either in meetings, at a computer desk or while driving.

Requirement for key board skills to use IT systems, writing reports, respond to emails etc.

Occasional exposure to highly distressing or highly emotional circumstances, listening to clinical information (in meetings, supervision, etc) regarding service users' experiences (e.g. child protection issues around extreme neglect and abuse).

Frequent requirement to concentrate on reporting writing or data analysis, chairing contentious meetings. There may be frequent interruptions to deal with other urgent matters.

JOB STATEMENT:**Infection Control**

Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.

Learning and Development

As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in KSF appraisal processes in line with Trust policy and guidance.

Health and Safety

As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.

Constitution, Competence and Capability

As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.

Dignity at Work Statement

Midlands Partnership NHS Foundation Trust is committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

Safeguarding Children and Vulnerable Adults

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

PERSON SPECIFICATION

JOB TITLE:	Senior Diabetes Nurse		
DEPARTMENT:	Community Nursing, LTC – Staffordshire and Stoke-on-Trent Care Group	BAND:	Band 7

*Assessed by: A = Application I = Interview R = References T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
QUALIFICATIONS & TRAINING			
Degree in Nursing <ul style="list-style-type: none"> V300 nurse prescribing or completed within first 12 months of obtaining the position Mentorship qualification/998 Diabetes management modules at Masters Level or equivalent clinical courses within area of clinical expertise. Post qualification in Diabetes management 	A A A A	Postgraduate qualification in management and/or leadership. Masters qualification in relevant area that will support the delivery of the service. Further clinical study relevant to clinical practice such as management of long term conditions.	A
Evidence of ongoing continued professional development.	A	Leadership or other organisational development training	A
EXPERIENCE			
Experience in operational and/or project management role in the NHS.	A/I	In-depth knowledge of local commissioning and provider context including health, social care and education.	I
Experience of caseload management/monitoring of waiting time lists	A/I		
Significant experience in the clinical specialism including assessment and management of type 1 and type 2 diabetes, insulin titration and management of insulin pump and structured education programs	A/I	Experience of working in a diabetes team Significant experience of managing & implementing change	
Supporting service users, families and carers in dealing with type 1			

and type 2 diabetes and its associated complications.			
Working in a multidisciplinary team.			
Experience of leading service developments.	A/I		
Experience of services/projects and/or delivering clinical services	A/I		
Experience of delivering service changes and developments.	A/I		

SKILLS, KNOWLEDGE & ABILITIES

Ability to manage teams of staff and allocate resources to meet objectives and deadlines.	I		I
Knowledge and understanding of Community Services.	A/I		
Knowledge and understanding of current and proposed initiatives impacting on health services.	A/I		
Excellent written and verbal communication skills. Able to listen to and respect others views and opinions.	A/I/T		
Ability to establish effective working relationships with staff, commissioners and partner agencies.	I		
Ability to build credibility and work collaboratively with others across the service.	I		
Ability to influence others at various levels across the organisations.	I		
Effective people management skills, ability to create a culture where staff are valued and supported.	I		
Excellent problem solving skills, able to analyse a situation, identify root causes and seek solutions to address the	I		

problem.			
Excellent time management and organisational skills.	I	Knowledge of EMIS web/mobile	
Effective decision making skills.	I		
Excellent IT skills, ability to use Microsoft Outlook, Word, Excel and Powerpoint.	A/I/T		
Ability to communicate contentious and conflicting information in a sensitive and tactful manner, particularly where there may be resistance or barriers to understanding.	I/T		
Understanding of finance and budget management.	I		
Ability to analyse, interpret and utilise complex information for planning and reporting purposes.	I/T		

PERSONAL ATTRIBUTES

Able to travel to meetings and appointments.	A		I
Motivated and focused, able to work independently and make decisions, within appropriate levels of accountability.	I/T		
Able to motivate and support others in a highly demanding clinical environment.	I		

JOB HOLDER	SIGNATURE
	DATE
MANAGER	SIGNATURE

	DATE
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