

Diabetes Specialist Nurse JOB DESCRIPTION

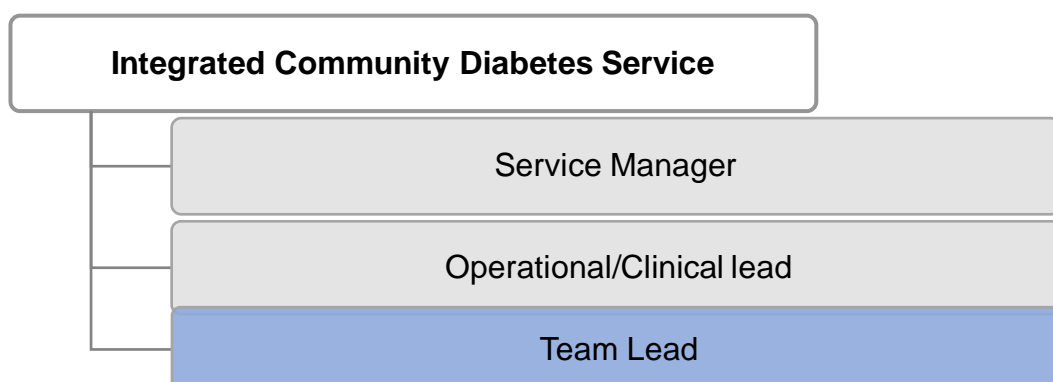
Job Title:	Diabetes Specialist Nurse
AfC Band:	Agenda for Change Band 6
Directorate/Service:	Integrated Community Diabetes Service
Accountable To:	Service Lead
Responsible To:	Team lead
Base Location:	Bury Community Services
On-Call Requirement:	No
AfC Job Code:	

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

To assist in the provision of a comprehensive highly specialised integrated diabetes service that meets the health care needs of the local community. This service will be delivered via a range of methods including clinics, telephone contacts and home visits.

To provide specialist diabetes advice for patients/carers who require complex intervention and to monitor and adapt their treatment accordingly.

To advise on the promotion of health and prevention of ill health.

Act as a professional advocate for patients with diabetes and families/carers within the health care setting under the direction of the diabetes team leader and clinical lead.

Act as a resource/advisor on diabetes issues to the person with diabetes, their family/carer and other health care professionals

To participate in the clinical treatment and management reviews of patients with diabetes at consultant and nurse led clinics in conjunction with the multi-disciplinary team.

To participate in the development and delivery of education and training programmes to patients/parents/carers and health care professionals on a range of subjects as required

To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.

To be aware of and work towards the Trusts strategic goal.

Key Role and Responsibilities

Communications and Leadership

- To manage and maintain high standards of delivery of diabetes care, both personally and support the diabetes specialist team in providing effective leadership to achieve this.
- To communicate all information regarding patients' condition to all members of the team.
- Establish effective communication to overcome specific barriers such as language /disability/ethnicity/cognitive ability/challenging behaviour.
- To use highly developed communication and counselling skills such as reflective listening, open questioning, empathy, explanation and reassurance to communicate dietary intervention to patients and carers.
- To develop effective working relationships with other appropriate agencies to ensure provision of individual, planned, co-ordinated and integrated diabetes care.
- To communicate and liaise effectively with other healthcare professionals.

Knowledge, Training and Experience

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal appraisal review with his or her manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.
- Be prepared to undertake training in order to fulfill further duties as identified by the service developments or individual performance review.
- To engage in CPD to ensure clinically and professionally up to date and competent to practice to remain eligible for NMC registration.
- Actively take part in clinical supervision.

Analytical and Judgmental skills

- To undertake data collection effectively using the agreed systems as needed
- To use clinical judgemental skills to decide upon and recommend best course of action for assessing and interpreting complex needs of patients/families/carers when a range of options exist, escalating as appropriate
- Analyse situations and instigate emergency procedures as required

Planning and Organisational Skills

- To prioritise workload of themselves and others, assess performance and provide clear constructive feedback to team members
- To monitor progress of work recognising changing priorities and implement corrective actions within own limits and informing the relevant people
- To be able to work using a high level of knowledge and skills as an independent practitioner
- To co-ordinate, plan and organise day to day allocation of work to self and team

Physical Skills

- Physically able to assist patients with activities of daily living and moving and handling
- Able to carry out complex observations, monitor and use relevant equipment safely, ensuring accuracy and dexterity

- To utilise highly developed physical skills where accuracy is important e.g. wound management, end of life care, wound care, nursing and continuing health care assessments
- Up to date and UK compliant driving qualifications are required for community posts

Responsibility for Patient Care

- To act as an independent practitioner and be professionally and legally accountable and responsible for all aspects of own work.
- To provide expert advice to patients, carers and other health care professionals and clinicians. This will involve full assessment and provision of an individual, evidence based highly specialised diabetes management plan taking into account the patient's medical, psychological, social and cultural needs
- To gain valid consent to treatment and negotiate change with patients to enable them to achieve lifestyle changes agreed using counselling skills, motivational interviewing and behavioural change skills whilst acknowledging complex barriers to change
- To devise, monitor and review highly specialised management plans to facilitate achievement of goals
- To implement the planned programme of nursing care and, where appropriate, liaise with and co-ordinate other members of the team who may be responsible for implementing aspects of care.
- Contribute to the continuous and ongoing psychological and emotional support of patients recognising the need for more specialist involvement.
- To participate in reviewing the effectiveness of the nursing care provided and, where appropriate, initiate any action that may be required.

Responsibility for Policy/Service Development

- To adhere to trust policies and procedures relating to own workplace to contribute to service development
- To evaluate current policies and procedures and identify the impact they have within their clinical environment
- To identify outcomes of evaluation and offer constructive views on service developments
- To implement and propose changes to policies/practices in own area
- To evaluate with others the effectiveness of any changes and how these have improved services

Responsibilities for financial and physical resources

- To ensure efficient and effective use of material resources/supplies within the department
- To monitor, control and store resources/supplies according to the requirements and specifications of the clinical environment
- To identify any problems with resource use/availability and make recommendations for corrective action
- To maintain accurate records of resource use

Responsibilities for Human Resources

- To lead a team whilst assuming responsibility and control of the work area management in the absence of the manager
- To participate in the clinical supervision and 1:1 management of staff and providing relevant training and assessment
- To participate in the appraisal process for themselves and others
- To identify, report and address poor performance issues, where required
- To diffuse challenging behaviour, ensuring that the situation is managed in a sensitive way
- To participate in the identification of future workforce requirements
- To contribute to the development of a learning environment
- To implement disciplinary and grievance procedures where required
- To plan, deliver and evaluate formal and informal training to other health care professionals and staff groups including internal and external study days

Responsibility for information Resources

- To record and submit clinical and professional activity according to service standards

Responsibilities for Research and Development

- To ensure own actions promote quality and identify and manage any risks
- To lead in setting and maintaining optimal standards of care in own work area
- To keep up to date and act consistently with quality standards and guidelines within their own clinical area and associated areas
- To evaluate the quality of their own and others work, and where necessary make the appropriate improvements
- To have an understanding of the quality agenda and how standards of care can be maintained
- To monitor the quality of work in own area, raise quality issues and related risks and bring to the attention of others

- To lead others in understanding how their practice should change to improve quality
- To re-evaluate following any change to ensure that improvements have been made
- To raise awareness of new clinical developments reflective of leading edge research and professional guidelines to improve the effectiveness and efficiency of patient care
- To undertake audit projects as part of clinical practice as required

Audit

- To participate in audit/benchmarking within the clinical area supporting the introduction of a change in practice if indicated
- To contribute effectively to evaluation studies (e.g. patient satisfaction surveys)

Freedom to Act

- Work is managed rather than supervised and can act independently within appropriate occupational guidelines
- To undertake all duties having regard to the NMC 'Code of Professional Conduct' for the nurse, midwife and health visitor and their professional contribution to Clinical Governance
- Is guided by trust protocols and codes of conduct

Partnership working

- To participate in the 'Integrated Community Diabetes Service' working as part of a multi-disciplinary team.
- To work in a team to co-ordinate nurses and multi agencies to meet patient needs.
- To be responsible for establishing and maintaining good relationships with colleagues.

Equality and Diversity

- To recognise the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation
- To challenge behaviour that infringes the rights of others
- To identify and take action where necessary to address discrimination and oppression

Making Every Contact Count

- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing
- Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing
- Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing

Health & Safety

- To monitor and maintain health, safety and security of self and others in own work area
- To identify and assess potential risks in work activities and how to manage these risks appropriately
- To work within legislation and trust procedures on risk management
- To take immediate and appropriate action in relation to adverse incident reporting utilising the hospital incident reporting system.
- You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.
- You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager

General Staff

All staff members have responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Appointments to regulated and controlled activities require an enhanced DBS disclosure

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.

All post holders who are members of a professional body must comply with standards of professional practice/conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

PERSON SPECIFICATION

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> RGN Degree or Equivalent 	<ul style="list-style-type: none"> Non-Medical Prescribing or working towards Diabetes qualification/evidence of study
Professional Registration	<ul style="list-style-type: none"> Registered Nurse with current NMC registration 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Evidence of Continuing Professional Development and up to date clinical or scientific knowledge of the management of diabetes mellitus Able to set priorities and organise own time. Demonstration of excellent interpersonal skills Willingness to acquire new skills and knowledge and undertake further training in line with demands of the service provision. An ability to demonstrate a range of communication styles to various stakeholders. Awareness of NMC code of conduct and demonstrate revalidation. Assessment and analysis of complex needs of patient with diabetes. Ability to advise on appropriate interventions, monitor, evaluate and adapt diabetes treatment as required. 	<ul style="list-style-type: none"> Participates in an active teaching role both formal and practical. Able to manage own consultations. Ability to deliver group education using a range of teaching techniques.

Skills & Abilities	<ul style="list-style-type: none"> • Evidence of diabetes care experience. • Experience delivering patient/staff education. • Experience of training or mentoring nurses and other health professionals • Ability to use motivational interviewing techniques. 	<ul style="list-style-type: none"> • Experience of working in the community • Experience of working within a multi-disciplinary team • Experience of designing audit/research projects • Experience of liaising between primary and secondary care

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.

We speak up and find ways to be even better.	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support

Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:

- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.