

Job Title:	Diabetes Specialist Nurse
Reports to (job title):	Diabetes Team Lead
Line Manager to:	

Job purpose

The Diabetes Nurse Specialist will be responsible for specialist assessment, providing support, and education to patients with diabetes and their families and carers ensuring a high quality service is provided. The post holder will be a member of the multi-disciplinary team and will exercise a high degree of personal and professional autonomy utilising skills, knowledge, and assessment, in the areas of decision making in managing and treating people with diabetes. The Diabetes Nurse Specialist will contribute to service improvement in the clinical field monitoring and improving standards of care in accordance with the local and national policies and NICE guidance. They will liaise with other members of the diabetes team and Diabetes Nurse Specialists in Wiltshire.

Base

Community Hub

This post is responsible for

Key responsibilities

- To work as a Diabetes Specialist Nurse, managing an individual caseload of complex patients and have the ability to demonstrate the allocation, prioritisation, monitoring and assessment of their own workload.
- To act as a role model and clinical expert, facilitating and promoting the development of health professional's diabetes management skills by education and support in the community.

- Provide specialist assessment and evaluation of the clinical needs of patients with diabetes, which includes interpretation, analysis, paying specific attention to their cultural, psychological and social needs.
- To initiate insulin and other therapies and provide follow up care within the current recommended guidelines.
- Act as a resource person to others, providing accurate information, advice and support to the multi-professional team, patients with diabetes, and their families. This will include providing complex, sensitive and possibly contentious information which will require highly developed interpersonal and communication skills.
- Recognise, understand and accept the requirement to act as an advocate for patients, carers, the service and organisation.
- To act as an autonomous health professional in the community with the ability to deliver clinical care in difficult unpredictable home circumstances, community clinics, GP practices, and primary health care centres.
- To identify local and demographic, cultural and environmental factors that influence health, and promote a diabetes service which is both equitable and supports the particular needs of the patient.
- Contribute to the development of standards, protocols, and guidelines for the service ensuring that safe practice is maintained and linking with clinical Governance leads within Wiltshire Health and Care.
- Contribute to the development of the diabetes service through clinical audit, evidence-based practice and research as part of the multidisciplinary Diabetes Team.
- To seek opportunities for enhancing care for patients with diabetes and explore alternative ways of working and rationale for influencing and initiating changes to clinical practice.
- In order to meet patient needs and maintain a service of excellence within diabetes there is an expectation to participate in out of hour's patient education programmes.
- Contribute to local clinical and patient networks and speciality specific groups.
- To maintain accurate and legible patient records (written and electronic) in accordance with national professional policies and guidelines and to undertake recording of electronic data.
- To participate in the Team meetings and to disseminate good practice.

Patient Client Care

Responsibilities for People or Training

- Establish, develop and maintain effective working relationships between relevant community services secondary care consultants, GP practitioners including Practice Nurses, District nurses, Dietitians and Podiatrists.
- To engage in the formation of delivery of educational programmes to health professionals and to undertake student/health professional mentoring and placement allocation.
- To support and develop the initiation of diabetes therapies by other health care professionals in the community according to agreed guidelines.
- Keep updated with current diabetes / research-based knowledge through professional journals, study leave, attending diabetes national and international conferences, meetings and diabetes company representatives.
- Ensure mandatory training is updated annually, and professional and updates as appropriate to the post and identified in appraisal and individual objectives
- To prepare, produce and deliver reports and presentations as required to health professionals and appropriate groups.
- Contributes to and evaluates patient education programmes and lead on the development of programmes when a need is identified.
- To establish effective communication networks with Health and social Care agencies, the diabetes multidisciplinary team and educational establishments.
- To demonstrate reflective practice skills and establish clinical supervision within the service.
- Participates in the appraisal process and maintains professional development in line with NMC and other national legislation.
- Complies with the NMC professional codes of conduct, performance and ethics professional guidelines and department policies and maintains strict confidentiality and is accountable for own work.

Other Factors

- Working in isolation is a requirement of the role, driving throughout Wiltshire, isolated working in the community, home visiting and undertaking nurse led clinics, and patient group education in community centres and church halls.
- To deal with frequent unpredictable Interruptions from health care professionals and patients who may require immediate advice and support with treatment interventions.
- Communicating highly sensitive and emotive condition related information to patients (and relatives of patients) that have multiple long-term disabilities resulting from diabetes.
- Subject to high level of interruptions in a shared office due to frequent telephone contacts to patients, health professionals and regular patient/health professionals dropping in.
- To prioritise work quickly and effectively, often during crisis intervention to prevent unnecessary admission to hospital.
- Transporting heavy or bulky equipment to and from venues for study days, patient education groups.
- Frequent use of VDU resources when undertaking clinics and education.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- First level registered nurse
- Evidence of post registration in diabetes nursing
- Evidence of continuing professional development and evidence based practice within diabetes
- Evidence of nursing people with diabetes in acute or primary care setting.
- Evidence of significant post registration experience and development within the speciality of diabetes.
- Evidence of assisting with recent developments innovations and implementing change.
- Up to date diabetes specialist knowledge aware of current NICE guidance and research in diabetes and how these impact on the provision of diabetes services in the area.
- Evidence of recent NHS legislation pertaining to diabetes
- Proven ability of presentation skills.
- Uses own initiative
- Able to prioritise workload effectively in a busy working environment.
- Time management skills
- Effective communicator (both verbally & written)
- Ability to understand complex facts of situations requiring analysis
- Proactively respond to feedback from service users
- Computer skills

Desirable

- Diploma/Degree/ in health related topic
- Independent non-medical prescriber
- Undertaking clinical audits
- Has previously worked within a multi professional team
- Experience of presenting to health professionals and undertaking patient group education
- Experience in developing protocols, and change management

Employee signature

Manager signature
