

**Job Title:**

Community Diabetes Specialist Nurse Band 7

**Reports to (job title):**

Diabetes Nurse Specialist and Clinical Lead for Diabetes Nursing Service

**Line Manager to:**

## Job purpose

The role of the community diabetes specialist nurse (CDSN) is to promote the health and wellbeing of people with diabetes, through specialised advice, education and support enabling them to achieve optimum glycaemic control through informed self-management.

The post holder will act at intermediate level between primary care and secondary care specialist teams to enhance communication links between services to ensure best possible outcome for patient with diabetes.

## Base

The CDSN service covers Northeast Hampshire, Farnham and Surrey Heath (NEHF&SH)

SH Base Camberley Health Centre, 159 Frimley Road, Camberley GU15 2QA

NEHF Base Fleet Hospital, Church Road, Fleet GU51 4LZ

## This post is responsible for

- Provision of specialist advice, care, and education to people with diabetes and those involved in care to maximize best possible outcome for patient.
- To act as a specialist resource for healthcare professionals and allied services to access
- To provide diabetes education for patients and carers
- To provide diabetes education to allied health care professionals.

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

## Communication/ Relationships:

- To communicate effectively in clear, concise, and an empathetic manner with patient/relative/carer empowering them to understand and manage the condition.
- To communicate effectively within healthcare team environment to promote excellence of care.

## Planning and Organization:

- Accountable for organising own workload within available hours ensuring that it is appropriate to the client base, responding to urgent clinical/service needs across localities and liaising with colleagues as required.
- Accept and triage referrals appropriate to individual needs and services across NEHF&SH
- Responsible for organising the nurse led clinics in the community.
- Responsible for planning organising and facilitating the meetings that involve staff from primary and secondary care.
- Responsible for responding to any incident where service quality has fallen below an acceptable standard, this will entail the investigation and reporting of incidents and setting action plans to ensure high standards are met.

## Patient Care Responsibilities:

- Responsible for managing defined caseload of patients using evidenced based Knowledge and experience to create individualised care plans.
- Responsible to assess and review individualised programmes of care.
- Responsible to refer to other healthcare disciplines as need require e.g social services, dietitians, medical consultants
- Responsible for providing specialist nursing care to patients with the most complex needs, e.g., those patients requiring insulin therapy.
- Provide clinical advice and support to Health Care professionals in the community on the management of people with diabetes
- Provides clinical advice and support to staff caring for people with diabetes in residential and nursing home settings
- Responsible for providing education and training to patients, their families, and carers.

## Responsibility for financial and other physical resources

- Responsible for ordering and maintaining levels of equipment needed for patient care.
- Responsible for ensuring the safe use of equipment. This includes the training of staff and the implementation of quality control and assurance procedures.
- Responsible for the evaluation of any new equipment for diabetes management.

## Responsibilities for information resources

- Keeps up to date records of clinical observations and care.
- Responsible for recording these accurately on the HCRG care group clinical records system.
- Submits written reports and accurate statistical information on a regular basis and as appropriate/required.
- Responsible for keeping records of letters sent and daily activity in diary.
- Responds to emails from a variety of staff within and outside HCRG care group.

## Responsibility for Policy and Service Improvement/Development

- Member of the local implementation team for the National Service Framework for Diabetes. This involves the development and implementation of policies and changes to the diabetes services in both primary and secondary care. These policy changes impact on other disciplines within the multidisciplinary team and on other disciplines outside the area of diabetes.
- Participates in the setting, monitoring, and maintenance of standards of care, protocols, guidelines, and care pathways in line with local and national guidance.
- Responsible for ensuring that local protocols for diabetes management are disseminated both internally and externally as appropriate.
- Responsible for the initiation of improvements to the service and the implementation of NSF goals and standards and other initiatives indicated by HCRG care group or our Commissioners.
- Provides community expert advice to the local implementation Team or diabetes and participates in the decisions made.
- Responsible for improving services and clinical management for people with diabetes

## Responsibility for Audit/Research & Development

- Responsible for ensuring that the results of research and findings of new and current equipment and relevant pharmacotherapy are disseminated to all health care staff.
- Maintains personal knowledge and skills through continuous professional development and clinical supervision and updates own clinical practice in line with current research.
- Responsible for initiating and conducting audit of own practice and participating in departmental audit.

## Quality

- Ensure the delivery of a high quality and productive service based on best available evidence
- Ensures best practice across specialist field.
- Responsible for the delivery of quality initiatives e.g. NICE Guidance
- Ensures implementation of quality standards as identified by organisation leads and monitors achievement making changes and recommendations as necessary.
- Responsible for ensuring have assessed and are up to date with all mandatory training and receive annual appraisal

## Freedom to Act

- Lead specialist for defined area following national and local policies and procedures and the NMC Code of Professional Conduct.
- Accountable for making autonomous clinical decisions in planning and prioritising patient care. This involves frequent changes at short notice to accommodate urgent referrals.
- Accountable for own professional actions and clinical decisions following National and Local Guidance and HCRGcaregroup policies
- Acts as an independent decision maker with regard to referrals to other agencies including admission to hospital and for the admission/discharge from the caseload.
- Responsible for recognising the needs of the service, identifying risk and making rapid autonomous decision.

## Job Description

- Works unsupervised and is accountable for own professional actions, whilst maintaining responsibility for defined caseload. Existing standard operating procedures and local policies inform this post.
- Accountable for assessing and interpreting information regarding patients' conditions and taking appropriate action without supervision.
- Responsible for teaching patients and their carers to manage their diabetes to the best of their abilities. The aim being to prevent short term and long-term complications, this may be one to one or in groups.
- Communicates effectively with patients and carers to ensure a clear understanding of diabetes and its' management. This will involve providing and receiving highly complex, highly sensitive information and will require developed persuasive, motivational, empathetic, and reassurance skills. There will be barriers to understanding.
- Acts as an advocate for patients particularly in places of work, ensuring that they receive the understanding and facilities they need to manage their diabetes.
- Responsible for maintaining and developing effective joint working relationships with nursing and medical colleagues throughout the HCRG care group and acute trusts and between general practice and secondary care.
- Participates in case conferences where there is likely to be a highly emotive or hostile atmosphere and where communications are likely to be highly sensitive in nature.
- Responsible for providing advice and information, this may be highly complex, on diabetes to medical and nursing colleagues and the general public.
- Responsible for giving presentations to groups of staff on changes in diabetes management

### **Responsibilities for human resources including personal and people development**

- Responsible for planning and devising the teaching programme for all HCRG care group staff. Acts as mentor to staff undertaking training.
- Provides specialist training and education to all groups of staff including undergraduate and postgraduate students at the University of Surrey, District Nurses, Pharmacists, Dietician and Social Services staff.
- Responsible for patient teaching sessions, personally undertake the teaching of the practical skills necessary for the treatment of diabetes e.g., Blood glucose monitoring and injection techniques, teaching practical skills through workshops and group sessions.
- Works with health professionals in general practice to support them in initiating and managing insulin following formal education

### **Physical Skills**

- Drive to visit patients in a variety of sessions.
- Required to use keyboard skills and undertake PowerPoint and other presentations in a variety of sessions.
- Responsible for initiating and altering insulin using a variety of injection devices. This requires precise manipulation, manual dexterity and speed and has extremely narrow margins for error.
- Responsible for teaching patients, carers, and other health care professionals to use a variety of blood glucose monitoring equipment and equipment required to administer insulin injections. This requires a high level of precision and accurate manipulation

## 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
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## 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

- Registered General Nurse (evidence of NMC Registration)
- 4 years post graduate nursing experience
- Adult education teaching qualification e.g ENB 998 teaching and assessing or equivalent mentorship preparation course C&G 730
- Experience in giving presentations in diabetes to groups of Healthcare professional or patients and carers
- Post graduate qualification in Diabetes or working towards one
- Experience of working within a diabetes specialist nursing team
- Good organizational and communication skills
- Self-motivated, assertive, innovative and enthusiastic
- Ability to work as part of a team and independently
- Ability to supervise junior colleagues within team
- Ability to work effectively with challenging and stressful situations
- Ability to show understanding, compassion and empathy to situations
- Good IT skills
- Car Driver (hold a full driving license)

### Desirable

- Worked within a community nursing team
- Advance Physical/Clinical Assessment qualification
- Non- Medical Prescriber V300 (willing to undertake within 18months of starting role)
- Experience with technologies within diabetes

Employee signature

---

Manager signature

---



# Job Description

