

Job Title:	Band 5 Diabetes Nurse
Reports to (job title):	Clinical Lead for Long Term Conditions
Line Manager to:	

Job purpose

The role of the Diabetes Specialist Nurse (DSN) service is to promote the health and wellbeing of people with diabetes enabling them to achieve optimum glycaemic control through informed self-management. The post holder will provide a link between GP and consultant led specialist teams and will provide education and support both to people with diabetes and those who care for them.

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/Relationship Skills

- Responsible for communicating highly sensitive information and bad news to patients and carers in an empathetic and supportive manner empowering the patient to manage their condition e.g., diagnosis of diabetes; development and impact of complications; effect on ability to drive; effect on employment status.

Planning and organisation tasks/duties

- Accountable for organising own workload within available hours ensuring that it is appropriate to the client base, responding to urgent clinical/service needs across locality and liaising with colleagues as required.
- To contribute to specialist protocols and policies for diabetes.

Patients Care Responsibility

- Responsible for managing a defined caseload of patients, using theoretical knowledge and high levels of practical experience to formulate a specialised programme of care.
- Accepts referrals from anyone involved in caring for people with diabetes and from patients themselves.
- Responsible for referring patients to other disciplines e.g., Consultants, GPs, district and practice nurses, dieticians, podiatrists, social services, and pharmacists and for admitting patients into hospital.

- Assesses, develops, and implements specialist nursing care programs. This may be for individual patients or for groups of patients.
- Responsible for providing specialist nursing care to patients with the most complex needs, e.g., those patients requiring insulin therapy.
- Provides clinical advice and support to staff caring for people with diabetes in residential and nursing home settings.
- Responsible for advising GPs, hospital doctors and nursing staff in community and hospital settings on the management of people with diabetes.
- Responsible for providing education and training to patients, their families and carers taking legal and ethical issues into account. This will include the delivery of highly specialised educational programs.

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 Caregroup clinical records system.
- Initiates/contributes to a patient help care record
- Responsible for keeping records of letters sent and daily activity on computer system
- Responds to emails from a variety of staff within and outside HCRG Caregroup.

Responsibility for Policy and Service Improvement/Development

- 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 the initiation of improvements to the service and the implementation of NSF goals and standards and other initiatives indicated by HCRG Caregroup 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 i.e., NICE
- 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

- 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 including responsibility for dosage of potentially life-threatening medication.
- 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.
- 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. The post holder is required to work on their own initiative, often with immediate medical support, in a variety of community settings.
- 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 Caregroup 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 Caregroup staff, hospital, and community care 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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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 1998 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: NMC Registration)
- 1 year's post qualification experience
- Experience of working in the community
- Teaching and presentation skills – to both staff and patients
- Interest in diabetes
- To have an understanding of the Diabetes service and the role of the specialist nurse
- Flexibility in working hours
- Excellent communication skills
- Ability to work unsupervised- will be expected to facilitate follow up clinics
- Good organisational skills
- Computer literacy
- Car Driver
- Reliable, Flexible
- Ability to work well in stressful situations
- Innovative, Assertive
- Ability to deal with challenging behaviour such as refusal to take medication which can result in acute complications.
- Ability to deal with serious incidents such as a patient having a seizure or hypoglycaemic event
- Understanding of the psychological effects of a long-term condition.

Ability to show understanding and compassion. Desirable

- Pitstop qualification or willingness to complete
- Evidence of previous teaching
- Previous experience within diabetes
- Ability to give presentations on diabetes to groups
- Willingness to provide diabetes education programmes, both daytime and evening courses.
- Teaching experience with groups of health professionals
- Good sense of humour

Employee signature

Manager signature
