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| Job Title: | Nursing Associate Diabetes Educator – Band 4 |
| Reports to (job title): | Senior DSN Band 7 |
| Line Manager to: | N/A |
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## Job purpose

To work as part of the diabetes team, under the supervision and guidance of the Diabetes Specialist Nurses and working within the standards and guidelines of the NMC.

To provide structured education to patients (one-to-one and in groups) to promote self-management of diabetes and insulin initiation to a designated case load. To prioritise and maintain own caseload.

This patient facing role is suitable for someone who enjoys educating and caring for others. Ability to work independently is also important. The successful candidate/s will be required to adapt training and support according to patient age and ability. Patient support will be offered across community hospital settings therefore a driving qualification is essential.

The below points outline the main responsibilities of the post, in line with HCRG Values.

Base

This post is responsible for

* To undertake agreed clinical activities to a high standard and competency with patients under the direct and indirect supervision of the DSN.
* To work within agreed protocols
* To work at the pace of the patient with explanation in understandable language.
* Delivering care independently in line with a defined plan of care, within the parameters of practice of the Nursing Associate role, accessing clinical and care advice when needed
* Flexible response to patient difficulty with learning and/ or equipment
* To record all activity in the patient records according to WH&C policy.
* To demonstrate and support the insulin adminsitration process.
* To facilitate self-administration of insulin by the supervision of ‘dummmy’ injections.
* To assess competency of insulin administration and to communicate outcome to registered nurse
* To make relevant and necessary decisions on appropriate insulin delivery devices according to patient ability and dexterity
* To meet the specific physical, emotional, and psychological, social, cultural, and spiritual needs of individuals and carers
* To advise patients of action to take for hypoglycaemia, hyperglycaemia, and sickness management
* To advise patients on driving policy
* To provide patients with safe adjustment of insulin information
* To provide educational material and advice to patients to ensure continuity of care
* Ensure the privacy, dignity and safety of individuals is always maintained
* Assist in the assessment of and contribute to the management of risk across several areas within the environment where care is being administered
* Develop understanding of caring for individuals with conditions which may affect insulin administration, for example, anxiety, vision or hearing impairment, dexterity issues.

**Demonstrating Integrity in all that we do**

* To exchange effective communication with patients, family, and carers
* To report any accidents, incidents, or other relevant issues to the DSN.
* To be aware of and work in line with all Trust policies and procedures
* To carry out any other tasks as reasonably directed
* Deliver high quality, compassionate care under the direction of a Registered Nurse with a focus on promoting health and independence
* Have proficient attitudes and behaviours compatible with NHS Values
* Work as part of a designated clinical and care team delivering care that focuses on the direct needs of the individual

**Building and Strengthening Partnerships**

* To participate and contribute to departmental MDT’s.
* To maintain stock of equipment and materials and to ensure quality control and calibration of equipment
* Demonstrate the ability to recognise changing priorities seeking advice and guidance from the Registered Nurse or other registered care professionals as appropriate
* Report back and share information with the registered nurses or appropriate other on the condition, behaviour, activity, and responses of individuals
* Recognise issues relating to safeguarding vulnerable children and adults and report any problems or raise concerns to the appropriate registered care professionals
* The role will involve working in isolation and travelling between community hospital settings.
* Education of patients of staff may involve the transportation of medical equipment or devices.

**Adapting in a Changing Community**

* Contribute towards developing a culture of learning and innovation, developing high quality learning environments
* Develop skills in relation to coaching/teaching individuals/carers/other staff
* Assist with the implementation and monitoring of clinical standards and outcomes
* Develop a working knowledge of other providers’ resources and referral systems to ensure individual’s needs are met, within parameters of practice
* Engage in reflective practice including management of self and reflection on own reactions, asking questions, and reflecting on answers given
* Demonstrate good understanding of principles of consent and ensure valid consent is obtained prior to undertaking nursing and care procedures
* Demonstrate good understanding of the Mental Capacity Act / Deprivation of Liberties and applies principles to everyday practice seeking advice / guidance from the Registered Nurse or registered care professional as required
* To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
* To take responsibility for own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
* To attend any training as requested.

## 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.

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| **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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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

* Level 5 Nursing Associate qualification
* NMC registration and Nursing Associate
* Some experience of working within a health and social care environment
* Ability to communicate with members of the public and health and care providers
* Courteous, respectful, and helpful at all times
* Ability to deal with non-routine and unpredictable nature of the workload and individual patient contact
* Knowledge of when to seek advice and refer to a registered care professional
* Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team
* Insight into how to evaluate own strengths and development needs, seeking advice where appropriate
* Understanding of the scope of the role of the Nursing Associate in context of the team and the organisation, and how the role may contribute to service development
* Evidence of time management skills and ability to prioritise
* Intermediate IT skills
* Willing to work in other areas of the service as and when required to do so.

Desirable

* UK core skills Framework Mandatory training
* Ability to work on own initiative
* Ability to take part in reflective practice and clinical supervision activities
* Understanding of evidence based practice
* Understanding of the importance of the promotion of health and well being
* Evidence of involvement in support / development of less experienced staff
* Evidence of recent work-based learning or self-directed learning

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| Employee signature |
| Manager signature |