

Job Title:	Diabetes Healthcare Assistant (Band 3)
Reports to (job title):	Band 8a Clinical Lead DSN
Line Manager to:	N/A

Job purpose

This is an exciting opportunity to work as part of the Specialist multi-disciplinary Diabetes Service and work as part of the team, under the supervision and guidance of the Diabetes Specialist Nurses in the support of people with diabetes in domiciliary, community and hospital settings.

The post-holder will need to be enthusiastic and willing to learn new skills. You will work as a member of the Diabetes Specialist Team with responsibility for ensuring the effective provision of nursing care to patients throughout Wiltshire.

The role includes supporting the Diabetes Specialist Nurses and the Specialist Dietitians, ensuring that the patient has had their 8 care essentials completed, supporting with access to digital diabetes technology and the downloading of meters and pumps etc.

Part of this role includes delivery of structured education and training programmes for people with Type 2 diabetes called Xpert courses. Training will be arranged through the Xpert National Training centre and support will be given to enable the successful applicant to achieve the required accreditation and auditing processes.

This patient facing role is suitable for someone who enjoys educating and caring for others and is competent with communications and IT/technology. Ability to travel and work independently is also important. The successful candidate/s will be required to adapt training and support according to patient age and ability. Some patients may require repeat appointments until they are comfortable and competent with the technology.

Base

2 x Band 3 part-time roles of 22.5 hours each: North/West and South/East.

Patient support will be offered across primary and secondary care throughout Wiltshire, therefore a driving qualification is essential.

This post is responsible for

- Encouraging and supporting people with diabetes to manage their condition more effectively with the use of glucose monitoring systems (worn technology), including training on glucose monitoring, mobile phone apps, email, downloads and video call systems

- Carrying out delegated healthcare tasks and prioritising and maintaining their own patient caseload of people referred for education or technical support
- Delivering Xpert structured education for people with Type 2 diabetes

Key responsibilities

Quality Care for All

- To work within own sphere of competence
- To undertake agreed clinical activities 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
- Flexible response to patient difficulty with technology or equipment
- To record all activity in the patient records according to policy
- To facilitate or supervise the insertion of sensors via sterile procedure
- To demonstrate and support the setup of glucose monitoring systems, readers and apps
- To demonstrate how to video call
- To demonstrate how to download and send clinical information
- To make relevant and necessary decisions on substitute meters, finger-pricking and glucose reading devices and analyse data and results accordingly
- To practise in a patient centred way that supports physical and psychological wellbeing and facilitates patient self-management
- To offer telephone, email, video call and face to face support
- To provide educational material and advice to patients to ensure continuity of care
- To deliver type 2 diabetes structured education in groups and on a one to one basis
- To attend MDT meetings with the team across your delegated PCN
- To offer support and education to care homes in the delivery of diabetes technology
- To undertake initial administrative tasks, and the following:
 - Blood pressure
 - Continuous blood glucose monitors (CGMS)
 - Pump/blood glucose meter downloads
 - Height/weight/waist circumference
 - Foot checks

- Ensure adequate supplies for Diabetes clinics e.g. meters, blood glucose strips, sensors etc. are available for clinics. Inform admin staff when an order is required
- To input and retrieve data/information from computer as required
- In accordance with delegated tasks, organise own workload
- To contact patients by telephone prior to their appointments to encourage downloading of meters and pumps and support with this if needed

Demonstrating Integrity in all that we do

- To exchange effective communication with patients, family and carers
- To liaise when necessary with the DSNs and the wider diabetes team
- To report any accidents, incidents or other relevant issues to the DSN

Adapting in a Changing Community

- To participate and contribute to departmental MDTs
- To maintain stock of equipment and materials and to ensure quality control and calibration of equipment

Working conditions

The role will involve working in isolation, driving across Wiltshire and travelling between hospital and domiciliary settings.

Education of patients or staff may involve the transportation of medical equipment or devices.

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

As part of your role, you may be asked by your line manager to take on Information Asset Owner or Information Asset Administrator responsibilities for one or more 'Information Assets' within your service or department. An Information Asset is any document, record, or system that contains personal identifiable data. Full details of this responsibility are set out in the Information Risk and Security Policy and the associated IAO and IAA handbook. Training will be provided.

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.

All employees must comply with organisational infection prevention and control policies and protocols.

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.

This includes taking all reasonable steps to protect them from harm, and recognising the vulnerabilities inherent in all situations where care takes place and the impact this may have beyond the child / adult

receiving care and treatment. All staff will receive appropriate training, induction and supervision so that they understand their roles and responsibilities and are confident about carrying them out.

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.

Job Description

Flexibility Statement

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile 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.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Personal Specification

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Essential

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Education, qualifications and training

- NVQ Level 3 or equivalent
- Grade A–C in English
- Ability to undertake training when in post
- Good interpersonal skills
- Good communication skills

Experience and knowledge

- Experience of working with mobile phones, apps, email
- Deep understanding and knowledge of all IT systems – able to use IT systems with ease and without support
- Experience of working in a nursing environment
- Experience of working with people of all ages
- Experience of demonstrating/teaching new skills to patients
- Previous experience as a healthcare assistant
- Delivery of talks to large groups (public speaking)

Skills

- Ability to use a computer
- Ability to use a mobile phone & apps
- Ability to use multiple smartphones and understand the operating systems of each
- Ability to work as part of an MDT
- Ability to impart educational training in a polite and sensitive manner
- To act professionally
- To demonstrate a non-judgemental approach
- To demonstrate a proactive and enthusiastic approach to work

Other job-related requirements

- Willing to work in domiciliary, hospital and community settings when required
- Willing to work alone
- Understands health & safety requirements
- Recognises the limits of own authority within the role
- Willing to be flexible and adapt to what is required

Desirable

Education, qualifications and training

- Communication skills training
- Foundation course (or equivalent) in diabetes

Experience and knowledge

- Experience of enabling patients to develop independence
- Experience of working in health promotion
- Video calling

Other requirements: a driving qualification is essential, as patient support is offered across primary and secondary care throughout Wiltshire.

Employee signature

Manager signature
