|  |  |
| --- | --- |
|  | |
| Job Title: | Senior Diabetes Nurse Specialist - Band 7 |
| Reports to (job title): | Senior Diabetes Specialist nurse |
| Line Manager to: |  |
|  | |

## Job purpose

Provide expert resource for medical, nursing and allied healthcare professional staff, developing partnerships and facilitating communication between primary, secondary care and the integrated team.. They will lead on achieving and maintaining standards of care set by clinical guidelines (NICE guidelines) and will be responsible for the diabetes nursing service meeting locally agreed commissioned services and strategies.

They will be responsible for a caseload of patients providing advanced clinical support, advice, treatment and education for people avoiding hospital admission, by prompt intervention and treatment.

Base

Chippenham - North Wiltshire

This post is responsible for

* The post holder will be responsible for a caseload combining high level assessment, advanced diabetes specialist knowledge establishing a diagnosis, initiating diabetes treatments, and appropriately leading the co-ordination of care referring to other health professionals within the multidisciplinary team, integrated team, mental and social care.
* The post will involve working closely with Primary care, other Community services and the acute Trusts; ensuring diabetes care is meeting the national recommendations and promoting the wider changes in diabetes and nursing care, to meet the needs of the population.
* The post holder will be the expert resource to the multi-disciplinary team,
* To be a key driver for change to assist integrated care pathways/systems across Primary Care, Mental Health, Social Care and acute trust providers.
* To enable people with diabetes to access services in the most appropriate care setting.
* Deliver high standards of care to patients with diabetes. Where appropriate this will be the avoidance of unnecessary admission to secondary care.
* To be an integral member of the primary care team, working with a shared vision and developing caseloads in partnership with each other. Developing and evolving practice in diabetes care taking into account needs of the diabetes population and national recommendations.
* Maintain legible, accurate and up to date records that are dated and signed in accordance with Trust Policies and the Nursing and Midwifery Council/Health and Care Professions Council standards on record keeping.
* Work autonomously with diabetes patients, their families and carers managing referrals according to need and priority.
* Negotiate and agree with the patient, carers and other care professionals, individual roles and responsibilities with actions to be taken and outcomes to be achieved, referring on to other services or professionals as appropriate.
* Establish local networks in partnership with other health and social professionals/agencies and national links with other generalists in order to develop protocols according to national and local guidelines for the safe and effective provision of a diabetes community nursing service.
* To work with partners in nursing and residential care to ensure optimum health outcomes for their residents. Ensuring staff receive education on managing patients with diabetes care, by the establishment of care plans, and education programmes.
* Critically analyse complex clinical data and information to inform diagnosis and, where appropriate, order investigations and/or instigate therapeutic treatments to inform clinical decision making and improve health outcomes.
* Supervise other health and social care professionals in the delivery of health promotion activities, e.g. Practice Nurse Forums, Community Nurse education, Care home education programmes, Diabetes UK events.
* Identify the potential for service developments, risks and deficits and inform line manager making recommendations based on specialist knowledge.
* Be wholly accountable for practice taking every reasonable opportunity to sustain and improve knowledge and professional competence and, ensure that all aspects of professional behaviour as required within their Code of Professional Conduct are followed at all times.
* Develop and sustain effective and positive working relationships.

**Patient Care**

* To be a resource for patients and their carers by providing information on all aspects of diabetes care to enable patients to manage their own condition effectively.
* To undertake nurse led clinics and provide appropriate treatments aimed at providing symptomatic relief and improving quality of life, including oral therapy, insulin, and GLP-1 medication to improve glycaemic control and reduce the risks of the complications of diabetes
* To support the delivery of structured education programmes Type 1 (Freedom for life) and the X- Pert programmes throughout Wiltshire.
* To undertake highly complex therapy including use of Continuous blood glucose monitoring (CGMS). To promote the use of the downloading of blood glucose meters to enable patients to manage their diabetes more effectively.
* To provide education and training in primary care, and within inter-grated community teams, practice nurses, GP’s, nursing home staff to help develop a competent and confident workforce to support patients with diabetes.
* Working as an autonomous practitioner in partnership with other care professionals and using advanced skills and expert knowledge to assess, monitor, and review the complex physical, social and psychological needs of the patients with diabetes. Develop care plans and instigate therapeutic treatments based on comprehensive patient focused assessments and best available evidence in order to improve health outcomes.
* To support community integrated teams to manage a patient’s on-going diabetes care in accordance with the agreed care plan. This may include but not exclusively; case review, supervision and joint visits.
* To work as a non-medical prescriber within the locally developed NMP Prescribing Guidelines and NPC national single competency framework. Linking where appropriate to other professionals involved in medicines management such as GP’s and Pharmacists.
* Promote patients to self-manage their condition and encourage behavioural change strategies by identifying where non-pharmacological interventions are appropriate, e.g.: Dietary advice, weight management, exercise programmes and attendance at structured education programmes, and improved concordance with medication.
* Working across primary, secondary care, social care and other care professionals, proactively identify patients for case management against identified referral criteria.
* To actively participate in the development, implementation and evaluation of protocols, policies and integrated care pathways that are consistent with National and International Standards and current research, facilitating change in practice which improves clinical outcomes and meets the needs of patients and careers.
* Create and maintain an appropriate learning and peer supervision environment to meet the educational and developmental needs of the registered nurse and other staff, including all students with regard to understanding the care and assessment of diabetes patients with complex needs
* Liaise with diabetes consultants as to which patients can be appropriately managed in the community, seek advice regarding medications which are outside BCAP remit and require prescribing by a consultant.
* Develop close links with the local Diabetes UK branches, and meetings with the aim of supporting more people with diabetes in the community.
* Manage and prioritise the ongoing care of patients involved in case management in a way that ensures the efficient and optimal use of resources so contributing to efficient budget and other resource management.
* Ensure a safe environment for the treatment of clients and protection of staff through risk assessment and by ensuring the effective use of equipment and materials in compliance with health and safety and other relevant policies.
* In conjunction with other care professionals, to develop and regularly review patient information and documentation using a variety of mediums that takes into account cultural diversity and the varying communication needs of diabetes patient and carer’s.
* To use IM&T support systems to ensure that records are kept which support clinical need, and enable audit and evaluation of the service whilst safeguarding patients’ rights and confidentiality.
* To ensure personal knowledge, skills and competency are updated and maintained through appropriate CPD, training and development opportunities to enable effective care to be delivered in line with current evidence and practice.
* Maintain an awareness of current developments in nursing and medical practice by attending such lectures, conferences and seminars as may be appropriate and by reading available literature.

**Budget Responsibilities**

* Not applicable –this is not a budget- holder post

**Responsibilities for People or Training**

* To be responsible for supervision of junior staff and support staff within the diabetes service, as directed by the Team Manager / Head of Service.

**Other Factors**

* The role will require driving and travel for clinical visits, patient’s homes and training. Interruptions in travel by staff or patients who require immediate response.
* Regular VDU usage is expected.
* Frequent requirement for concentration where work pattern is unpredictable and frequent requirement for prolonged concentration, clinics often last longer than 3 hours.
* Lone working in the community during travel and home visiting may be exposed to face to face verbal aggression. Periods when they may be exposed to relaying distressing information e.g. Complications of diabetes.

## 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](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

* First Level Registered Nurse
* Diabetes Nurse Specialist in acute or community care
* Independent/ extended or supplementary prescribing
* Diploma in diabetes and evidence of relevant on-going professional development.
* Degree, or masters or willing to work towards
* Highly specialist diabetes knowledge in managing patients with diabetes and supporting health professionals by theory and practice.
* Evidence of significant Diabetes Nurse Specialist experience and development within the speciality of diabetes.
* Evidence of working within a multi professional team.
* Evidence of recent developments innovations and implementing change.
* Ability to critically analyse data and understand complex diabetes care and management
* Experience in challenging clinical practice and leading the development of care pathways
* 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
* Excellent presentation skills proven ability to deliver education programmes to health professionals.
* Undertaking clinical audits and analysing data identifying deficits, risks and changes in practice to achieve improved outcomes.
* Ability to educate and deliver highly specialist diabetes education programmes.
* Highly specialist clinical and technical skills in managing diabetes care.
* Strong analytical and judgement skills, with the ability to interpret complex situations and make appropriate decisions.
* Excellent interpersonal skills and ability to build and maintain relationships with other health and social care professionals, patients, carers and the public.
* Excellent written and verbal communication skills.
* Strong IT skills including power point
* Ability to plan and manage resources within allocated budget effectively
* Ability to adapt to the demands of a constantly changing environment
* Patient Focused
* .Responsive and flexible
* Innovative approach to improving patient experience
* Promotes service improvement
* Maximising Value
* Seeks opportunity to provide medium-long term value
* Addresses inefficiencies quickly
* Evaluates and streamlines ways of working
* Achieving Results
* Proactive solutions focused attitude
* Focuses self and team to deliver results
* Provides clear goals and objectives
* Takes responsibility for resolving problems
* Inspirational Leadership
* Makes things happen
* Motivates and nurtures talent
* Celebrates Success
* Manages underperformance
* Promotes Continuous learning
* Working Together
* Promotes cohesion and team working
* Works collaboratively with teams within the Trust and across the Local Health Economy
* Resolves conflict effectively
* Assertive, honest and open
* Car Driver
* Willing to work in other areas of
* Wiltshire Health & Care as and when required to do so.

Desirable

* Experience of developing and implementing creative/ complex care packages.
* Proven skills in leading managing and developing staff.
* Ability to undertake presentations to stakeholders and explain complex data, and diabetes management.
* Experience in developing protocol, policies, and care pathways
* Teaching & presenting skills supported by evidence e.g.: Structured education programmes
* Advanced clinical assessment skills
* Leadership & management skills

|  |
| --- |
| Employee signature |
| Manager signature |