

Job Description

Diabetes

# Specialist Nurse (Band 6)

A BETTER **CAREER** STARTS HERE

**At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.**

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



**Dear candidate,**

I am delighted you are interested in a Diabetes Specialist Nurse position here at Gloucestershire Hospitals NHS Foundation Trust. This information pack contains all the information you need to apply for the post, I would actively encourage you to read the information and make contact with me for an informal conversation.

Gloucestershire Hospitals is one of the largest hospital trusts in England serving a diverse population of almost 620,000 people. We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital, Maternity Services are also provided at Stroud Maternity Hospital. We remain the major provider of secondary care services in the area and analysis shows that for Gloucestershire we are the leading acute healthcare provider by a significant margin.

Our people are at the heart of what we do. Our workforce is almost 8,000 strong and our caring and dedicated staff are recognised as providing good and outstanding patient-centred care across a range of clinical areas. We also have exceptional teams of professional services staff underpinning our vision every step of the way.

Here at Gloucestershire Hospitals NHS Foundation Trust, our patients are at the heart of everything we do, and pivotal to this are our nurses, midwives and care staff, whose dedication, expertise and kindness ensures that patients receive the very best care throughout their treatment. We are committed to recruiting the best people to work with us to achieve our vision of providing Best Care for Everyone and our success depends on the commitment and dedication of our staff.

We are committed to diversity, inclusion and equality of opportunity for everyone, valuing and celebrating differences and encouraging a workplace and culture where all can thrive. We endeavour to ensure each and every person working in our organisation feel respected and valued. Respecting and valuing differences will help to ensure that our policies and services reflect the needs and experiences of the people and community we serve.

In return, we offer the opportunity to work at a trust that is on a truly exciting Journey to Outstanding and to make a real difference to the lives of our patients, their families and the wider community. We are also committed to training and developing you to be the best you can be and offer you a rewarding career, whatever your role.

I wish you every success with your application to join our team.

Best wishes

**Matt Holdaway**  
**Director of Quality and Chief Nurse**

## Job details

Job Title:	<b>Diabetes Specialist Nurse (Band 6)</b>
Division	<b>Medicine</b>
Department:	<b>GRH/CGH</b>
Responsible and accountable to:	<b>Diabetes Specialist Nurse</b>
Band:	<b>Band 6</b>
Hours:	<b>37.5hrs (1.0WTE)</b>

## Overview

Gloucestershire Hospitals NHS Foundation Trust operates hospitals on our two main sites in Cheltenham and Gloucester, and we're one of the largest NHS trusts in the country. We are excited to advertise for a Band 6 Diabetes specialist nurse post to the countywide diabetes service. The candidate will receive training and set competencies to develop experience as a band 6 Diabetes specialist nurse.

Our workforce of almost 8,000 staff provides high quality emergency, elective and specialist care across a range of clinical areas

We have recently been graded as 'Good' by the Care Quality Commission (CQC), which is testament to our dedication and drive to improve clinical excellence, innovation and quality care.

## Diabetes and Endocrinology Service

The Clinical Lead for the Diabetes and Endocrinology team is Dr Alison Evans. The Matron for DDREM (Diabetes and Endocrinology) is Vinod Mani., the General Manager is Adele Pugh and Jo Knickenberg is the Deputy General Manager.

The Diabetes and Endocrinology Department is part of the Medical Division. The Chief of Service is Dr Abigail Tomlins, Sue Macklin is the Interim Divisional Director of Quality & Nursing and Kelly Mathews is the Divisional Director of Operations.

## Our Values:

It is expected that all employees uphold the values of the organisation as our values underpin everything we do and describe the way we expect our staff to behave towards our patients, families and carers and between each other. We have the following three values:

1. **Caring**

Patients said: *"Show me that you care about me as an individual. Talk to me, not about me. Look at me when you talk to me."*

2. **Listening**

Patients said: *"Please acknowledge me, even if you can't help me right now. Show me that you know that I'm here."*

3. **Excelling**

Patients said: *"Don't just do what you have to, take the next step and go the extra mile."*

## Main Purpose of the Job:

**In line with the Trust Vision to provide the "Best Care for Everyone..."**

### Professional values

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

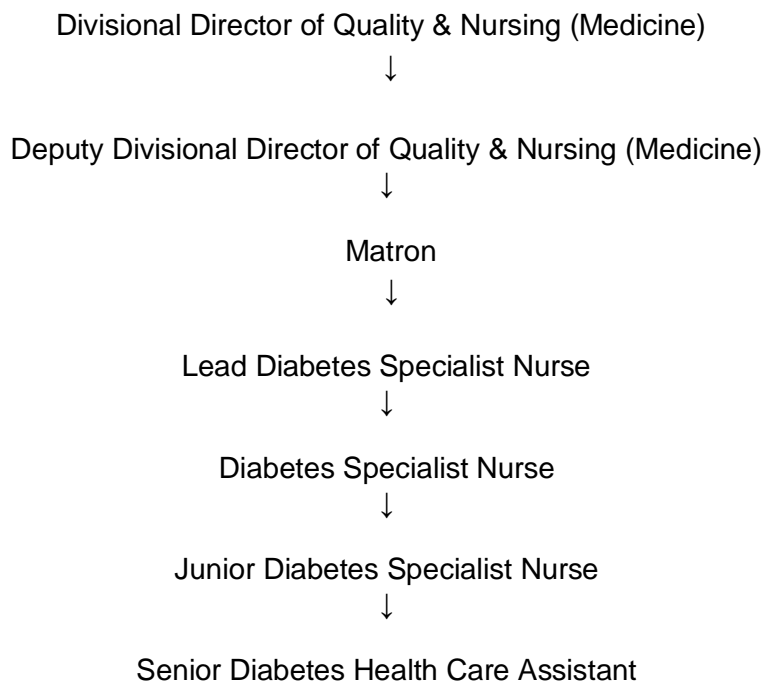
### Communication and interpersonal skills

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### Leadership, management and team working

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### Organisational Arrangements:



### Main Responsibilities and Duties:

#### Job purpose

- To ensure safe, harm free care is delivered to patients with diabetes as an outpatient and supporting in-patients from admission to discharge and manage appropriate referrals to and from the Diabetes outpatient nursing team for ongoing support.
- Provide education and training to all staff, in-patients, families and carers in regard to all aspects of diabetes care and management.

#### Patient care

- To use clinical reasoning skills and techniques to assess, diagnose, plan and offer a range of treatment options; deliver, evaluate and amend the treatment plan, to make recommendations for appropriate and timely management in an outpatient and inpatient setting. Supporting admission to and discharge/transfer from hospital.
- To communicate effectively and actively participate in Multi-Disciplinary Team (MDT) meetings to aid patient care, joint treatment sessions, case conferences and specialist interest group meetings.
- To communicate effectively with patients and carers, potentially complex, sensitive or distressing information in order to provide patient centred care. Patients may have communication, perceptual or cognitive/understanding difficulties/disability.
- To maintain clear, accurate, concise and contemporaneous patient records in line with departmental and professional standards and include relevant outcome measures.
- To encourage self-management, maximise rehabilitation potential and to ensure understanding of medication, diabetes as a life-long diagnosis, long term management of their condition, blood glucose & possible complications.
- Identify patients who attend frequently due to their diabetes and provide care/education/involvement of community team to reduce their attendance as appropriate and management plan with the wider diabetes team.



- Provide input to wards and departments, ensuring that patients are on appropriate care pathways and are receiving efficient timely care in order to accelerate a safe discharge from hospital when required.
- Manage a caseload of countywide outpatients through clinic attendances, including the administrative activities including dictating letters, organising patient's follow up appointments
- Provide advice on insulin therapy to both staff and patients as per the department's protocols for in-patients/ out patients. If the post holder has a prescribing qualification this area may include prescribing following appropriate training and assessment.

### Professional practice

- It is expected that all clinical staff will fully adhere to the trust Uniform policy.
- Ensure clinical practice is evidence based or peer reviewed "best practice".
- Develop and maintain clinical skills and knowledge necessary to deliver and evidence-based service.
- With supervision and assistance take on increased responsibility recognising own limitations and seeking help appropriately.
- Be competent in the use of all relevant Trust IT systems including the use of electronic patient record and email.
- To undergo and actively participate in own performance appraisals
- To work as an autonomous practitioner and effectively deliver the diabetes service for inpatients and outpatients.
- Comply with the Nursing and Midwifery Council professional codes of conduct and practice including re-validation.

### Leadership and management

- Communicate with and develop professional and effective working relationships with colleagues in primary, secondary and community services, including the independent sector.
- Report near misses and untoward incidents, complaints, clinical emergencies, injury or medicine administration errors as detailed in the departmental and Trust protocols. Assist lead staff in investigating incidents as required.
- Maintain and contribute to the development of standards of practice, conduct or decision making in conjunction with Lead Diabetes Specialist Nurse.
- To be responsible for the organisation of own caseload and appropriately delegate to support workers or other staff members in order to ensure effective time management.
- To communicate effectively and actively participate in Multi-Disciplinary Team (MDT) meetings to aid patient care, joint treatment sessions, case conferences and specialist interest group meetings.
- To maintain clear, accurate, concise and contemporaneous patient records in line with departmental and professional standards and include relevant outcome measures.
- To work towards managing a caseload of countywide outpatients through clinic attendances, including the administrative activities including dictating letters, organising patient's follow up appointments
- Communicate with patients in ways which empower them to make informed choices about their health and health care, and actively promotes their health and well-being.
- To develop the ability to assess and disseminate contentious and delicate information appropriately e.g. diagnosis of diabetes
- Organise, develop and deliver educational and training programmes, study days.
- In conjunction with other health professionals, develops and regularly reviews patient information using a variety of formats that take account of cultural diversity and communication difficulties.
- Responsible for national and local research and audit relevant to area of practice and implement change as appropriate e.g. National in-patient Diabetes Audit
- Contribute to the wider development of practice through publishing, presenting and networking locally, regionally and nationally.

## Knowledge, Skills & Experience Required

- Registered Nurse with the Nursing Midwifery Council.
- Specialist courses to a degree level equivalent or relevant clinical experience of 18 months.
- To be willing to undertake training or possess non-medical prescriber qualification.
- To identify training needs and to develop specialised diabetes education programmes for multidisciplinary teams in the hospital to develop their skills in diabetes management.
- Educate the patient with newly diagnosed diabetes and their families/carers, this will include injection techniques/sites, use of blood glucose monitoring systems, matching medication needs to lifestyle needs.
- Ability to provide education to in-patients, families/carers and staff on the safe and accurate use of blood glucose meters, blood ketone meters and diabetes pen devices.
- Ability to deliver safe patient care within a challenging and changing clinical environment, using appropriate equipment and resources safely.
- To attend meetings and conferences as appropriate ensuring that you are fully conversant with current issues both within the trust and within the specialist services
- Act as a resource for all Trust staff, acting as a role model and disseminating clinical skills and knowledge.
- Teaching/assessing qualification
- Demonstrate compliance with the terms of all safeguarding policies and processes relevant to the safeguarding of adults and children in the care of GHNHSFT and to undergo regular mandatory training concerned with safeguarding matters.
- Evidence of personal and professional development progression through portfolio
- Advanced IT skills that include the use of hospital IT systems and patient portals.
- Maintain and contribute to the development of standards of practice, conduct or decision making in conjunction with DSN lead.
- Demonstrate compliance with the terms of all safeguarding policies and processes relevant to the safeguarding of adults and children in the care of GHNHSFT and to undergo regular mandatory training concerned with safeguarding matters.
- To use clinical reasoning skills and techniques to assess, understand, plan and offer a range of treatment options; deliver, evaluate and amend the treatment plan, to make recommendations for appropriate and timely management in an outpatient and inpatient setting. Supporting admission to and discharge/transfer from hospital.
- To communicate effectively with patients and carers, potentially complex, sensitive or distressing information in order to provide patient centred care. Patients may have communication, perceptual or cognitive/understanding difficulties/disability.
- To encourage self-management, maximise rehabilitation potential and to ensure understanding of medication, diabetes as a life-long diagnosis, long term management of their condition, blood glucose & possible complications.
- Identify patients who attend frequently due to their diabetes and provide care/ education/ involvement of community team to reduce their attendance as appropriate and management plan with the wider diabetes team.
- Provide input to wards and departments, ensuring that patients are on appropriate care pathways and are receiving efficient timely care in order to accelerate a safe discharge from hospital when required.
- Maintain accurate and contemporaneous records. To input and retrieve patient information from computer-based systems
- To adhere to all Trust policies and procedures and professional code of conduct.
- To administer medication and treatment within Procedure for the Ordering, Prescribing and Administration of Medication Guidelines
- Maintain continued professional and clinical development over all areas of diabetes management.
- Establish all areas of clinical Diabetes specialist skills (pumps, ante natal etc, in pts and out pts etc)



## Education and training

- To be willing to undertake training or possess non-medical prescriber qualification.
- To identify training needs and to develop specialised diabetes education programmes for multidisciplinary teams in the hospital to develop their skills in diabetes management.
- Educate the patient with newly diagnosed diabetes and their families/carers, this will include injection techniques/sites, use of blood glucose monitoring systems, matching medication needs to lifestyle needs.
- Ability to provide education to in-patients, families/carers and staff on the safe and accurate use of blood glucose meters, blood ketone meters and diabetes pen devices.
- Ability to deliver safe patient care within a challenging and changing clinical environment, using appropriate equipment and resources safely.
- To attend meetings and conferences as appropriate ensuring that you are fully conversant with current issues both within the trust and within the specialist services
- Act as a resource for all Trust staff, acting as a role model and disseminating clinical skills and knowledge.

## Improving Quality and Developing practice

- Comply with requirements to register with the HCPC and identify own learning needs and ensuring own professional development is maintained by keeping up to date with practice developments.
- Work with senior staff undertaking audit and research projects. To be involved in making recommendations for changes to practice and procedures for the relevant clinical area, and the implementation of these changes.
- Contribute to the Clinical Governance and Quality agenda by active participation in service initiatives, health and safety and risk management.
- Identify own development needs, aligning these to service requirements and personal aspirations.
- Understand and contribute to the development, implementation, monitoring and evaluation of policies/ protocols/ guidelines relevant to the specialist area.
- Comply with Trust and Departmental policies and procedures e.g. Health and Safety at Work Act (1974), Manual Handling, clinical equipment competency, risk management, Data Protection Acts and patient confidentiality at all times.
- Responsible for the KPI's that need to be adhered. Report near misses and untoward incidents, complaints, clinical emergencies, injury or medicine administration errors as detailed in the departmental and Trust protocols. Assist lead DSN in investigating incidents and formulating action required.

## Key Result Areas

- To provide a specialist diabetic nursing service using a holistic approach. To deliver safe care within a challenging and changing clinical environment, using equipment and resources safely and appropriately.
- To develop new skills and competencies of a Specialist Diabetes Nurse within the Trust and in the wider community, working with Integrated Care System partners.
- Setting the standard of ongoing professional development needs of the team to deliver care in line with national standards.
- Facilitate changes in practice which improve clinical outcomes and meet the needs of patients.
- To work with the diabetes consultants and other DSN's to develop, implement and evaluate of policies, guidelines and care pathways within diabetes medicine and nursing care, trust wide.

## General conditions Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

### Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

### Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

### Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

### No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

### Job Share

As part of its commitment to Equal Opportunities in employment, Gloucestershire Hospitals NHS Foundation Trust has a policy on Job Sharing. Under this policy all posts, unless exempted, are open to Job Share.

### NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

## Job description agreement

<b>Job holder's signature:</b>	Date: DD / MM / YYYY
<b>Head of department signature:</b>	Date: DD / MM / YYYY

Person specification: **Diabetes Specialist Nurse (Band 6)**

**Key to terms: E: Essential, D: Desirable. How is it assessed? I: Interview, A: Application**

### Qualifications

Registered Nurse with the Nursing Midwifery Council	<b>E</b>	<b>A</b>
Diabetes Nursing Qualification e.g. Certificate in Diabetes Care or equivalent.	<b>E</b>	<b>A</b>
Non-Medical Prescriber	<b>D</b>	<b>A</b>

### Experience

A minimum of 18months post registration clinical experience	<b>E</b>	<b>A</b>
Currently working as a diabetes specialist nurse practice.	<b>E</b>	<b>A</b>
Experience of developing evidence-based practice and analysis reporting of data	<b>D</b>	<b>A</b>

### Knowledge, Skills, Abilities

Able to priorities own workload and having personal resilience to manage complexity and work in an ambiguous or changing environment.	<b>E</b>	<b>I</b>
Excellent communication and interpersonal skills	<b>E</b>	<b>I</b>
Demonstrates ability to maintain and contribute to the development of standards of practice, conduct or decision making in conjunction with the department lead.	<b>E</b>	<b>I</b>
Range of clinical competencies as required fulfilling the role and willing to train as a non-medical prescriber.	<b>E</b>	<b>I/A</b>
Knowledge of the Diabetes NSF, NICE recommendations and Diabetes UK/Think Glucose campaign and national JBDS guidelines	<b>E</b>	<b>I/A</b>
Evidence of personal and professional development progression through portfolio	<b>E</b>	<b>A</b>
Advanced IT skills that include the use of hospital IT systems and patient portals	<b>E</b>	<b>I/A</b>
Demonstrates ability to use clinical reasoning skills and techniques to assess, diagnose, plan and offer a range of treatment options; deliver, evaluate and amend the treatment plan.	<b>E</b>	<b>I</b>
Able to act as a role model and team player to ensure the Trust's values and behaviours are reinforced throughout their area of practice.	<b>E</b>	<b>A/I</b>
Able to supervise registered and non-registered staff with less experience to ensure effective service and care delivery.	<b>D</b>	<b>A/I</b>
To undergo and actively participate in own performance appraisals	<b>E</b>	<b>I</b>
Able to identify potential health, safety and security issues and collaborates with others to promote and maintain an environment that supports infection prevention and control policies and procedures	<b>E</b>	<b>A</b>
Understands professional codes of practice including re –validation, professional guidelines and departmental policies	<b>E</b>	<b>A/I</b>
Able to contribute to the develop, implement, monitor and evaluate policies/ protocols/ guidelines relevant to area of practice.	<b>E</b>	<b>A/I</b>
Ability to switch between different activities and unpredictable demands to prevent hospital admissions and accelerate hospital discharges.	<b>E</b>	<b>I</b>
Strong, professional leadership qualities, assertive and self-confident individual	<b>E</b>	<b>I</b>
A person who is able to be flexible, self-motivated and forward thinking.	<b>E</b>	<b>I</b>

**Qualities**

Enthusiastic and self-aware	<b>E</b>	<b>I</b>
Creative and Flexible	<b>E</b>	<b>I</b>
Resilient under pressure	<b>E</b>	<b>I</b>
Team focused	<b>E</b>	<b>I</b>
Reliable, Adaptable and Dependable	<b>E</b>	<b>I</b>