Job Description – Diabetes Support Nurse

TITLE: Diabetes Support Nurse (GPN)
HOURS OF WORK: As per contract
SALARY: As per skill and knowledge base
REPORTING TO: Nurse Manager / GP Partners / Practice Manager

JOB PURPOSE

The post holder is responsible for ensuring the delivery of safe and effective nursing services to the whole practice population. As a member of the clinical nursing team the post holder is accountable for his/her own practice.

To work independently, supported by the clinical team within the practice they will deliver care within the boundaries of their role, focusing upon supporting patients to be healthy, monitoring of long-term conditions i.e. diabetes, health prevention and reviewing screening activities.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The post holder will work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of both drug and non-drug based treatment plans following local and national policies and procedures whilst managing their own workload to deliver the practice priorities. Clinically, the focus of the role is to undertake clinical activities within the clinical team as requested, e.g. Diabetic Support.

As autonomous practitioners you will be responsible for the care delivered, demonstrating critical thinking and skills in clinical decision making.

KEY WORKING RELATIONSHIPS

Team leader, Practice Manager, Management Team, Partners & GP’s
Staff and clinicians Patients Secondary care providers

COMMUNICATION

Ensure and maintain effective communication with individuals and groups within the practice environment and with external stakeholders along with acting as an advocate when representing the patients’ and colleagues’ viewpoints to others.

EQUALITY AND DIVERSITY

The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.
The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.

**CLINICAL**

**Professional, ethical and legal**

- Adhere to DHSSPS and NMC guidelines for practice requirements and standards.
- Adhere to Practice guidelines, policies and procedures.
- Ensure that organisational goals are reflected in own and the Diabetes nursing teams’ objectives.
- Contribute to the development of the Practice policies and strategies, where appropriate.
- Maintain own professional and personal development in accordance with the NMC Code (2008), standards and professional guidelines.
- Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/client, relatives and carers in the provision of care and services.
- Support other diabetic nurses in the Practice team
- Undertake screening and diagnostic procedures, promoting and being involved in Health Education activity
- Take part in the annual immunisation clinics (usually held on a Saturday morning)
- Receive and refer patients when appropriate
- Update the patient’s computer records by coding activities appropriately and at the time of the consultation using templates where appropriate. Comply with computer based information requirements
- Ensure all items of equipment are maintained in good order, and ensure that all procedures for reporting hazards or unsafe equipment are known, understood and carried out by all staff in the nursing team
- Ensure economical and careful use of property and resources within the clinical team

**Evidence-based practice**

- Promote a culture of research and evidence-based practice within the diabetes team to enhance person-centred care.
- Ensure evidence-based care is provided to agreed standards within the diabetes team.
- Act as a change agent, developing clinically effective practice through the effective utilisation and integration of evidence.
- Participate in developing, implementing and monitoring policies, procedures and protocols.
- Create an environment which supports a culture of life-long learning and reflective practice for all staff.
- Ensure systems and processes are in place to support effective mentoring of relevant staff.

**QUALITY**

- Recognise and work within own competence and professional code of conduct as regulated by the Nursing Midwifery Council (NMC)
• Produce accurate, contemporaneous and complete records of patient consultation, consistent with legislation, policies and procedures
• Prioritise, organise and manage own workload in a manner that maintains and promotes quality
• Deliver care according to the NSF and the National Institute for Clinical Excellence (NICE) guidelines and evidence-based care
• Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedure and local guidance

Enhance the patient/client experience
Person-centred care

• Develop and maintain a culture of person-centred care within the diabetes team.
• Promote a caring environment where equality and diversity issues are respected and patients/clients and their carers are enabled to be partners in their care.

Coordination of the patient/client journey

• Ensure the safety and quality of the patient's/client's journey by effective planning and co-ordination of the episode of care, including the smooth transition to other settings.
• Ensure effective admission/discharge planning with relevant multi-disciplinary and multi-agency teams as required.

Continuous quality and improvement

Promote a culture of continuous quality improvement through the use of audit, patient/client feedback and reflection on practice by self and other members of the team.

PERSONAL AND PEOPLE DEVELOPMENT

Take responsibility for own development, learning and performance including participating in an annual appraisal, clinical support meetings and acting as a positive role model

TEAMWORKING

Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working
Liaise with the nurse manager on all professional nursing issues.

MANAGEMENT OF RISK

Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients

INFORMATION GOVERNANCE

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.
Infection Prevention & Control

All staff should be aware of the Practice’s Infection Prevention & Control strategy and their local reduction of infection plan and know their role in keeping with key principle Infection Prevention and Control.

Staff, in delivery of all care must:

- Wash their hands thoroughly between each patient contact.
- Be compliant with Standard Infection Control Precautions, Hand Hygiene and decontamination and other relevant infection prevention and control measures.
- Be aware of the Infection Control guidance within the Practice’s Infection Control Policy and ensure they undertake mandatory Infection prevention control training or other specific infection control related training as required.

Environmental Cleaning Strategy

The Practice's Environmental Cleaning Strategy, recognises the key principle that “Cleanliness Matters. It is everyone’s responsibility”. All staff employed by the Practice have a responsibility to ensure a clean, comfortable and safe environment for patients, visitors, staff and members of the general public.

CONFIDENTIALITY

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of the Practice

TECHNOLOGY

Use technology as an aid to management in planning, implementation and monitoring, presenting and communicating information

Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes

THIS JOB DESCRIPTION IS SUBJECT TO CONSTANT REVIEW IN LINE WITH THE CHANGING NEEDS WITHIN THE PRACTICE AND THE ROLE.

Vetting

As part of the Recruitment and Selection process, the elements of the role will require the Practice to carry out an Enhanced Disclosure Check before any appointment to this post can be confirmed.
### Person Specification - Diabetes Support Nurse

<table>
<thead>
<tr>
<th>Job requirements</th>
<th>Essential Criteria</th>
<th>Desirable Criteria</th>
</tr>
</thead>
</table>
| **Academic Qualifications** | Registered first level nurse  
Evidence of a commitment to continuing professional development  
Relevant nursing/health degree level modules  
Diabetes Specialist Nursing training | Minimum 2 years post registration diabetic experience  
Mentor/teaching qualification  
Have or be working towards the Independent Prescribing Course completion. |
| **Experience**      | Previous experience in the management of diabetes  
Knowledge of needs of patients with long-term conditions  
Aware of accountability of own role and other roles in a nurse led service  
Knowledge of health promotion strategies  
Awareness of clinical governance issues in primary care  
Ability to identify determinants on health in the local area  
System One experience. | At least 1 year recent primary and community nursing experience  
Management of long-term Conditions.  
Involvement in implementing and using protocols and clinical guidelines.  
Experience and involvement in Diabetes Patient Education Programmes  
Participation in quality initiatives such as clinical benchmarking  
Experience of audit |
| **Skills**          | Clinical skills  
Change-management skills and ability to support patients to change lifestyle  
Communication skills, both written and verbal  
Ability to communicate difficult messages to patients and families  
Negotiation and conflict management skills  
IT skills | Experience of teaching and mentorship in a clinical setting |
| Qualities                                      | Pro-active and self-motivating                              |
|                                               | Resilient                                                 |
|                                               | Able to work with minimal direction                       |
|                                               | Trustworthy and dependable                                |
|                                               | Enthusiasm, with energy and Drive                         |
|                                               | Determination to ensure that policies and agreed actions are implemented |
|                                               | Hard working, reliable and resourceful                    |
|                                               | Considered, steady approach                               |

| Other requirements                           | Willing to work flexible hours as necessary                |
|                                               | Self-directed practitioner                                |
|                                               | Highly motivated                                          |
|                                               | Enthusiasm                                                |
|                                               | Team player                                               |
|                                               | Tidy and smart                                            |
|                                               | Support equality and value diversity                      |

Job description reviewed by SR December 2014