



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**

Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

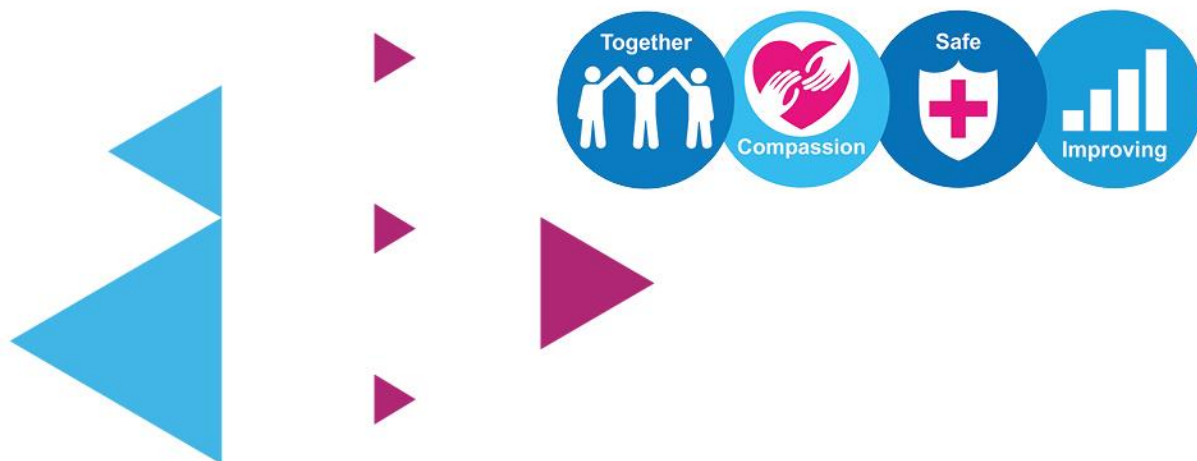
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- 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



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Medicine

Job Title: Diabetes support Nurse (maternity leave)

Band: 5

Location: RSUH

Hours: 22.5

Managerially accountable to: Diabetes Nurse Team Lead

Professionally accountable to: Senior management/Matron

Role Summary

. The purpose of the support nurse position is to play a key role in ensuring that the Trust provides high quality, patient focused care within the specialist diabetes service. The fundamental role will be to provide education to people living with diabetes to empower them to self-manage their condition. The post holder will be supported by more experienced nurses to enable them to develop a level of competence in order to work autonomously in providing specialist diabetes care. They will be required to support the DSN team in the management of inpatients with diabetes at UHNM and they will also be responsible for managing their own caseload in the outpatient setting, seeking advice and supervision from the established diabetes team where appropriate.

Key Areas/Tasks

Main Duties & Responsibilities:

- Through work based learning and development the post holder will develop specialist knowledge and skills to support people living with diabetes.
- To support the DSN team in providing an evidence-based specialist diabetes nursing service which reflects current local and national guidelines.
- To be accountable for their safe, effective clinical practice and to comply with the statutory NMC requirements.
- Provide education to patients and their carers to facilitate self-management.
- Support out-patient services, MDT and nurse led clinics

Clinical Responsibilities

1. Under the direction of a more experienced DSN the post holder will work towards achieving agreed competencies, skills and knowledge through work based learning, to allow them to work as an autonomous support nurse.
2. To support the DSN team in improving all aspects of service delivery, clinical governance, evidence based practice and quality assurance to meet the needs of service users and assist with the implementation of local and national policies/guidance.
3. The post holder will be responsible for providing education to patients and their carers to empower them to self-manage their diabetes.
4. Prioritise workload to meet patient and service need.
5. Communicate complex, sensitive condition related information to patients and relatives providing empathy and reassurance.
6. There is a requirement to exchange verbal and written information with patients, staff and carers requiring tact and diplomacy.
7. Provide advice to patients on adopting healthy lifestyles and sign posting patients to specialist help and refer to MDT members where appropriate.
8. The post holder will be required to have standard keyboard skills, use of presentation, projection/multimedia equipment and e-learning resources.
9. Take a clear and concise history from patients by assessing their health and well-being.
10. Participate in local and national audits to ensure continued service improvement.

Professionals Responsibilities

1. Must be professionally accountable for the maintenance of standards and professional practice at all times, as set by Trust policies and procedures and NMC code of professional standards of practice and behaviour.
2. To take every reasonable opportunity to maintain and improve your professional knowledge and competence.

3. To participate in personal objective setting and review, including the creation of a personal development plan.
4. It is expected that ALL employees of the Trust will take part in the appraisal process each year with the first appraisal taking place within the first 6 months.
5. To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
6. Take personal responsibility for completion of statutory/mandatory training and updating as per Trust policy and inform your line manager.
7. Provide and accept constructive feedback and use this to reflect on your own practice.
8. Act as a clinical role model and demonstrate specialist knowledge. Work to high standards of clinical practice and provide support or advice when necessary.
9. Work autonomously, organise and manage own caseload, identifying and maintaining supportive networks for self and others.
10. Identify and articulate workload pressures to line manager and or capacity within case load accepting reallocated work when required to do so.

Communication and Team Working

1. Communication will include electronic, face to face consultation, providing telephone advice and written information to patients, families & other health care professionals.
2. Complete documentation (paper based and electronic systems) ensuring all entries are accurate, legible and timely and in accordance with Trust standards.
3. Address any immediate concerns or complaints as they arise and escalate as required.
4. Ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected.
5. Promote team working and collaborative working practices to maintain a harmonious working environment.
6. Ensure effective communication and liaison with all members of the multi-disciplinary team.
7. Actively participate in case discussions and multidisciplinary team meetings. Liaise with inter-hospital departments/personnel across organisational and professional boundaries.

8. Develop links and collaborative working relationships which enhance the interface between staff, patients, community and visitors across organisational and professional boundaries.
9. Recognise signs of stress and the emotional impact of care in self and others and take appropriate action, escalating to line manager as required.

Education

1. A key element of this role is to provide education to people living with diabetes and their carers. It will also be expected that the post holder will be required to assist the team with providing structured education to groups of clinical staff.
2. Provide clinical supervision and mentor other staff and students.
3. Support the development, updating, coordination and delivery of training programmes and seminars based upon agreed protocols, clinical guidelines and standards, utilising a range of media including teaching packages for students, staff, patients and carers.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy

Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas all staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the “rights and freedom” of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

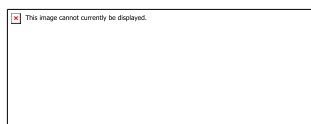
Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust’s intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): ‘*Our 2020 Vision: Our Sustainable Future*’ with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust’s environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating /

cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Job Title

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	• Educated to degree level.	✓		
	• Proficient in the use of Microsoft office: Word, Excel, access and Power-point • Professional training delivery qualification or equivalent experience of	✓		

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