



# CLINICAL NURSE SPECIALIST – DIABETES AND ENDOCRINE

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.





# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

## A MESSAGE FROM OUR DIRECTOR OF NURSING

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

Here at SaTH we strive to provide excellent care for our communities, and nursing is an integral part of our workforce to enable this to be achieved.

The role of a nurse is incredibly rewarding. As nurses we are often a source of great comfort and hope to patients during some of life's most pivotal moments, and you could play your part in that journey.

I have been a nurse for 30 years and every day I see the dedication and commitment our nurses show. When you join our team, you will be given the support, guidance and opportunities to develop and flourish here at SaTH.

*Hayley Flavell*

HAYLEY FLAVELL  
DIRECTOR OF NURSING

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

|                       |   |
|-----------------------|---|
| <b>Job Title</b>      | <b>Clinical Nurse Specialist – Diabetes and Endocrine</b> |
| <b>Band</b>           | <b>6 (Subject to Agenda for Change banding)</b>           |
| <b>Directorate</b>    | <b>Unscheduled Care</b>                                   |
| <b>Accountable to</b> | <b>Matron Medicine</b>                                    |
| <b>DBS Required?</b>  | <b>Enhanced</b>   |

## JOB OVERVIEW

### Job Purpose

You will be accountable for the delivery of a comprehensive, skilled and evidence-based Diabetes service to meet the needs of the population. Providing support to the senior team in leadership, diabetes management, delivery and development of services. To work independently whilst supporting the team in the management of clinical caseload within your specialist field. Continuing responsibility for assessment of health needs and development and evaluation of standards of care.

The post holder may be required to work on other wards/ departments within the Trust at short notice in the event of hospital pressures/major civilian disaster

# Main Duties and Responsibilities

To assess, plan and implement and evaluate evidence-based nursing care for people with complex needs for their Diabetes management. The post holder is required to provide expert clinical care for patients and to support other staff to develop their competencies in diabetes management. The post holder will be involved in teaching and training both formally to clinical staff and to patients. The post holder will be required to work within Shrewsbury and Telford Acute Trust, however, where appropriate to work collaboratively with primary and community care, and link to other specialists within the acute setting to implement the integrated care pathway for people with diabetes. The post holder may be required to support with collection of data for clinical audit, service development and quality improvement work.

## Delivery Responsibilities:

To promote a 'can do' attitude and determination to develop and sustain dynamic and responsive multi disciplinary/multi agency services which delivers best practice.

1. To manage the complex specialised daily caseload, providing high quality clinical education, advice, information and support to patients and their carers/families on all aspects of diabetes and its effect on their lives
2. Working frequently autonomously to ensure that diabetes and / or endocrine care is delivered in a timely, professional manner, using organisational skills to manage an unpredictable workload and coping skills to deliver care in a variety of settings with inherent distractions.
3. To take direct referrals from secondary care colleagues and use advanced knowledge and skills to assess treatment requirements and liaise with senior colleagues regarding care plans
4. Ability to communicate/use counselling skills to impart unwelcome news to patients/carers and relatives, sometimes dealing with difficult family circumstances
5. Undertake comprehensive and holistic assessment of patients and discuss treatment options available and provide patient education, which includes crisis intervention for chronically ill/terminally ill patients
6. Initiate insulin with further patient education and use expert knowledge of all insulin ranges and delivery devices to meet the patients'/ carers needs
7. To use specialist skills to guide non-specialist teams in the adjustment both insulin and oral hypoglycaemic treatments.
8. Utilise continuous blood glucose monitoring system and flash glucose monitoring and be able to assist people with diabetes to self-adjust treatment with appropriate support
9. Use specialist advanced skills and appropriate teaching methods to overcome barriers to learning to empower/enable patients to become fully self-managing
10. Undertake appropriate endocrine clinical investigations, including the handling of body fluids to undertake further assessment to help senior staff to determine treatment options or onwards referral where required
11. Undertake formal specialist training on arranged study days or courses internally and externally
12. On rare occasions you may be required to work with a consultant endocrinologists in MDT subspecialist speciality clinics
13. To act as a specialist resource to professional colleagues, service users and their carers/families in relation to all aspects of diabetes and endocrinology, surgery, other invasive tests and investigations
14. To manage, assess, plan, implement and evaluate specialist and complex holistic care given to patients ensuring a high-quality delivery of service



15. To support the development, evaluation and audit standards of internal audits, and support senior staff in the development of outcome measures
16. To plan, implement and make appropriate specialist referrals for patients to other disciplines to ensure patients receive co-ordinated care
17. To apply results of relevant research and audit to the Diabetes and Endocrine Nurse role to ensure evidence-based practice.
18. To work alongside other members of the team, attend team meetings and ensure effective communication with all team members to the benefit of the service.
19. To liaise with professionals as appropriate, for the provision of a comprehensive service.
20. To be able to function effectively in an environment where there is an unpredictable work pattern and conflicting demands.
21. To ensure a high standard of verbal and non-verbal communication in all aspects of communication with patients and health care professionals.
22. To maintain patient confidentiality at all times.
23. To demonstrate awareness of Safeguarding vulnerable adults
24. To work with senior team to develop innovative clinical leadership and management solutions to enable most effective use of resources for the benefit of patients.
25. To assist the Nursing Lead CNS in producing reports to inform management groups, clinical forums, business development/planning and performance management monitoring, including the maintenance of accurate documentation.
26. To establish informed patient consent and work within the legal framework.
27. To Promote health and wellbeing, the prevention of ill health and foster independence at every opportunity, whilst respecting the patient right to choose.
28. To demonstrate Commitment to working towards the post – grad physical assessment module where appropriate and identified during objective setting

### **Understanding and Managing in Context:**

1. Contribute in the development of clinical guidelines and protocols / trust policies, which are underpinned by clinical effectiveness with reference to NICE Guidelines, National Service Frameworks, and researchbased findings in-order- to support the trust in the promotion of safe practice
2. Contribute towards the development and review of protocols that are pertinent to diabetes team members and those that impact on other services beyond own field of practice e.g., Primary Care and carers from independent sector
3. To act in accordance with NMC Guidelines for professional practice, national and local policies, procedures, guidelines, and standards
4. To meet NMC standards for Records and Record Keeping whilst exercising confidentiality and discretion
5. Contribute to reports/statistical information required by the Trust
6. Develop and maintain effective communication networks with other health professionals, including Primary Care, private, statutory, and voluntary agencies
7. To take personal responsibility for maximising opportunities to improve the use of resources and the quality of services that you are accountable for and to ensure that your line manager is engaged in the plans particularly where support is required to make the change happen effectively, including the management of equipment and resources used in speciality area.

### **Leadership and Collaborative Responsibility:**

1. To have a clear understanding of the vision of Shrewsbury and Telford NHS Trust Acute Diabetes and Endocrine Services and be able to translate this into a local context for operational implementation within the Diabetes Specialist Nursing Service.
2. To assist the Nursing Lead Clinical Nurse Specialist Diabetes and Endocrine in promoting the Trust service vision and contributing to the establishment of an ethos of modern, customer orientated services and translate that into a culture of effective patient/user delivery.
3. To work with the Diabetes Specialist Nurses team and Service Manager and other team leaders/managers within the Division and wider Trust to proactively support the development and redesign of care pathways embracing the concept of care closer to home and expanding/enhancing multi-disciplinary/multi agency working for people with diabetes.

### **Team and People Development Responsibilities:**

1. To identify personal learning needs and develop an action plan with the Lead nurse
2. Work collaboratively with senior team to support in identifying development and evaluation of new educational strategies for patient education in line with national recommendations from the DH and NICE
3. Work collaboratively with senior team to support in identifying development of new educational initiatives for staff development
4. To educate / advise other health professionals in diabetes and endocrine drug treatment, contraindications, investigations, and invasive procedures to ensure patients receive the most appropriate care and where possible avoid hospital admission
5. Provide expert advice and education to other members of the multidisciplinary team
6. Contribute to the development, delivery and evaluation of evidence-based patient and carer education programmes and educational materials for the care of people with diabetes.
7. Support, enable and develop other members of the Diabetes and endocrine nursing team
8. Contribute to the training and education of pre and post registration students in the management of diabetes
9. Attend Trust mandatory training programmes

### **Relationship Building Responsibility:**

1. To create the conditions that enables the individual and team to perform and develop including coaching, facilitative and enabling techniques.
2. To ensure the skills and talents are actively recognised and developed within the team and wider organisation.
3. To take active steps to encourage, support and promote a culture of development, improvement and learning within the Trust.
4. To encourage a proactive culture of two-way communication and the sharing of information within the team and across disciplines that supports the philosophy of a well informed and positively engaged workforce
5. To promote and publicise your team/service within the organisation

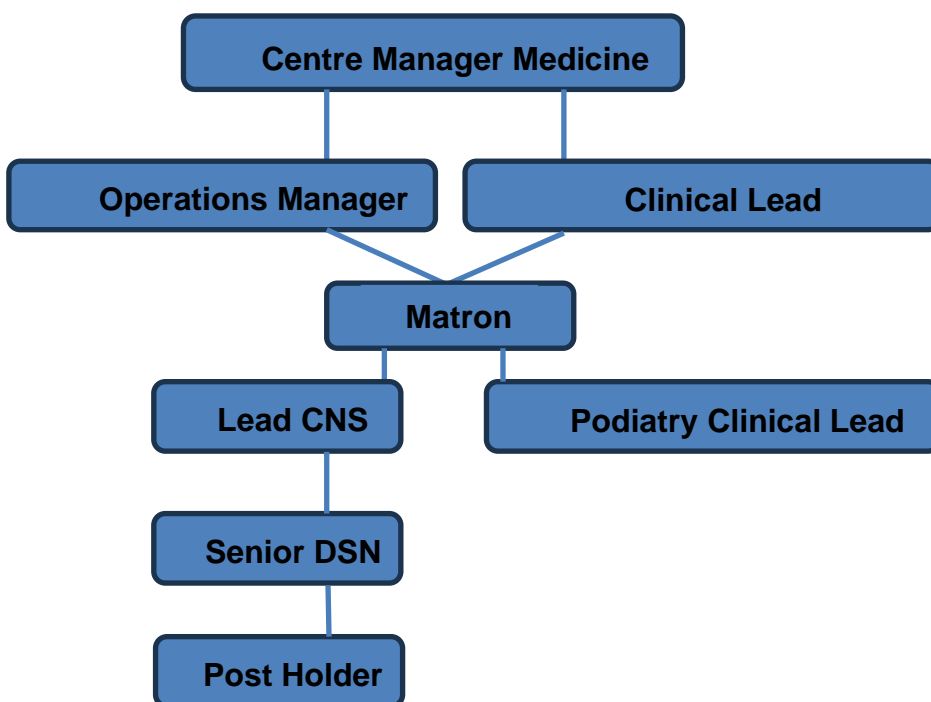
### **Emotional Intelligence:**

1. Behaves consistently with the values and beliefs of the organisation and promotes these on day-to-day basis.
2. Behaves consistently with your professional Code of Conduct
3. To meet NMC standards for Records and Record Keeping whilst exercising confidentiality and discretion
4. Maintains emotional resilience and maturity when frequent exposure to distressing or emotional circumstances
5. Develops a therapeutic relationship in situations of a highly sensitive nature using the highest level of interpersonal skills

**Personal Development:**

1. To take responsibility for keeping up to date and reviewing your personal development needs and objectives on a regular basis including participating in reviews with your manager at least a 12-monthly basis.
2. To be responsible for maintaining your own competency to practice through continuous professional development as stated by your own professional registration body.
3. To adhere to professional standards laid down by your professional body and keep comprehensive records, data in accordance whilst exercising discretion and confidentiality.
4. To develop and maintain a comprehensive knowledge of a broad spectrum of physical and psychological conditions.
5. To attend all mandatory training as required and ensure quality standards are maintained.
6. To attend training commensurate with your role.

## Organisational Chart





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• RN Diploma or Degree</li> <li>• NMC Registered</li> <li>• Highly developed specialist knowledge achieved through First Level Degree or equivalent portfolio of evidence</li> <li>• Recognised Diabetes / endocrine qualification or experience</li> <li>• Teaching Certificate or equivalent experience Evidence of continual professional development and education</li> <li>• Commitment to working towards post graduate physical assessment module where appropriate and identified during objective setting</li> </ul> |           |

# EXPERIENCE AND KNOWLEDGE

| ESSENTIAL   | DESIRABLE |
|---|-----------|
| <ul style="list-style-type: none"> <li>• RN Diploma or Degree</li> <li>• NMC Registered</li> <li>• Highly developed specialist knowledge achieved through First Level Degree or equivalent portfolio of evidence</li> <li>• Recognised Diabetes / endocrine qualification or experience</li> <li>• Teaching Certificate or equivalent experience</li> <li>• Evidence of continual professional development and education</li> <li>• Commitment to working towards post graduate physical assessment module where appropriate and identified during objective setting</li> </ul> |           |

# SKILLS

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• Advanced communication, negotiation, decision making and organisational skills</li> <li>• Ability to communicate complex and distressing information to clients and their carers in a sensitive and supportive way at a level they can understand</li> <li>• Support in the management of complex caseload of high risk patients</li> <li>• Ability to take initiative, work autonomously, make decisions, and prioritise workload</li> <li>• Excellent interpersonal skills</li> <li>• Knowledge of diabetes NSF, DH and NICE guidelines and their impact on service maintenance, patient outcomes and clinical practice</li> <li>• Advanced training and utilisation skills in therapeutic /diagnosis procedures and equipment relevant to diabetes</li> <li>• Ability to use motivational interviewing skills and incorporate in patient centred care</li> <li>• Able to utilise research and audit to maintain and promote best practice</li> <li>• IT skills and willingness to advance</li> <li>• Ability to understand the needs of a multi-ethnic population and to work to provide equity for service users</li> <li>• Knowledge and understanding of safeguarding practice, policy and guidance including statutory frameworks</li> </ul> |           |

# OTHER

| ESSENTIAL  | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> <li>• Awareness of professional and personal limitation</li> <li>• Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team</li> <li>• Strong team worker</li> <li>• Ability to work on autonomously</li> <li>• Flexible and adaptable in approach</li> <li>• Ability to work flexibly to meet the needs to the service</li> <li>• Ability to work at all Trust sites as required</li> </ul> |           |

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust’s core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.



# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

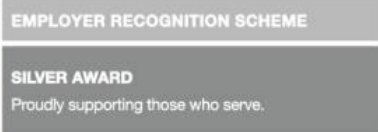
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)