



**JOB DETAILS:**

Job Title	Diabetes Specialist Nurse
Pay Band	Band 6
Hours of Work and Nature of Contract	7.5 hours/week Permanent
Division/Directorate	Primary Care and Localities
Department	Diabetes
Base	Ysbyty Cwm Cynon

**ORGANISATIONAL ARRANGEMENTS:**

Managerially Accountable to:	Team Leader, Diabetes Nursing Service
Reports to: Name Line Manager	Team Leader, Diabetes Nursing Service
Professionally Responsible to:	Senior Nurse

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

*We listen, learn and improve*  
*We treat everyone with respect*  
*We all work together as one team*

To find out more about our values, visit:

<https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

**Job Summary/Job Purpose:**

The Diabetes Nurse will act as an expert resource providing specialist advice and support regarding the clinical management of patients presenting with diabetes in the community setting.

Working closely in and with the multi-disciplinary team. This will include :

- Assist in the development of new, improved and consistent diabetes services across the community.
- Assist in the reduction of secondary care referral rates and maintain patients within the community setting whilst having an awareness of the prevention of complications of diabetes.
- Provide early review of complex cases in the community to prevent secondary care admission.
- Assist in the co-ordination of services for housebound diabetic patients of those in residential/nursing home care.
- Provide clinical assessment and appropriate management strategies for patients including lifestyle choices, oral hypoglycaemic agents, insulin and GLP-1.
- Actively engage in structured education programmes for people with diabetes.
- Actively engage in training staff in diabetes management.

The post holder will also contribute to the development and implementation of policies and procedures within their sphere of responsibility and where appropriate patient support groups, research, clinical audit and service evaluation.

**DUTIES/RESPONSIBILITIES:**

The post holder will:

- Take delegated responsibility from the Team Leader for Diabetes for managing patients within a variety of settings, and be responsible for providing clinical assessment and treatment plans for these patients.
- Manage own daily caseload, supervise and guide/mentor junior staff and students where appropriate.
- Undertake specific tasks as delegated by the Team Leader for Diabetes.
- Delegate duties to Health Care Support Workers if required and as appropriate.
- Responsible for the delivery of high standards of care, monitoring standards on a regular basis, undertaking regular audits of practice and presenting this information to a wider audience.
- Using own initiative and working with the Team Leader for Diabetes and Senior

Nurse, to develop innovative ways of working, implementing change effectively and monitoring outcomes.

- Allocate and prioritise caseload in the absence of the Team Leader for Diabetes ensuring continuity of service and support for staff.
- Ensure the delivery of innovative, clinically excellent evidence based care.
- Work as part of the primary and secondary care team to achieve seamless service for patients.
- Support junior staff within their sphere of responsibility and contribute to the Continuing Professional Development of colleagues within Primary, Community and Secondary care settings.
- Deliver sensitive information during clinical consultations. Discuss and facilitate the patients decision-making process regarding future treatment plans.
- Utilise motivational and negotiating techniques to encourage patients to follow the best course of action or treatment when they are resistant to change, frightened or in denial.
- Utilise counselling skills such as empathy, listening, unconditional positive regard and congruence when informed consent is required, particularly from vulnerable adults and those with special needs and learning difficulties.
- Participate in the development of clinical guidelines and operational policies and/or procedures using the best available evidence base.
- Ensuring patient confidentiality, privacy and dignity at all times, using a range of verbal and non-verbal communication skills the post holder will communicate effectively with patients/parents/guardians/carers to ensure the implementation of effective treatment programmes. This will include patients/parents/guardians/carers who may have difficulties in understanding or communicating e.g. patients may be dysphasic, depressed, have auditory or visual impairment, have learning difficulties, do not have English as a first language or may be unable to accept diagnosis.
- Being aware of barriers to understanding and communication and adapting own communication techniques to address any impairment. This will include the ability to work within a legal framework with patients who lack the capacity to consent to treatment.
- Deal empathetically, on a daily basis, with patients and their relatives/carers who may have high levels of anxiety and aggression caused by pain, limited mobility and chronic disease.
- Maintain close links (communication and liaison) with all those involved in patient

care, both in the primary and secondary care settings promoting good working relationships at all times to ensure delivery of a co-ordinated multi-disciplinary service to the patient.

- Communicate assessment and treatment results to the appropriate disciplines both verbally and in the form of reports and letters.
- Be accessible and provide specialist clinical advice to colleagues regarding the diabetes treatment and care.
- Develop network links with other professionals working in the same speciality. This will involve networking/ benchmarking externally (locally, regionally and nationally).
- Work as part of a team, fostering good communication with colleagues of all disciplines (eg, Medical staff, Community Nurses, Social Services, Allied Health Care Professionals, GPs, Independent Sector staff) whilst ensuring that all communications are conducted with dignity and respect.
- Provide information and guidance pertinent to the plan of care to clients and their next of kin. This will involve providing and receiving complex, sensitive or contentious information where persuasive, motivational, negotiating, training, empathic or reassurance skills are required.
- Act as a mentor/supervisor for students.
- Attend team meetings and represent the Diabetes service at other appropriate professional meetings as and when appropriate.
- Establish rapport and maintain supportive professional relationships with clients and their carers, even when there are barriers to acceptance such as lack of insight or difficulties adjusting to complex life changes; recognising the stress associated with caring, offering and promoting carer's assessments as required.
- Liaise with statutory, voluntary and independent sector agencies including General Medical Practices and Care Homes to meet patient needs.
- Be responsible and accountable for receiving and providing highly complex, contentious and sensitive information to patients regarding their health status or future treatment.
- Be responsible for providing accurate, current, comprehensive and concise records in accordance with the Nursing Midwifery Council Standards for Records and Record Keeping, the Health Board's Patients Record Policy and in compliance with the Data Protection Act
- Work effectively with colleagues to ensure care delivered is quality driven and appropriate to meet the needs of the patient. This will include effective communication/liaison with :

- Primary Care Teams to ensure appropriate clinical management of identified caseload.
  - Specialist diabetes nurses working in secondary care. to ensure appropriate clinical management of patients admitted to and discharged from hospital or seen in outpatient departments.
  - GPs and Consultants to discuss the outcome of assessments and to agree evidence based clinical management plans.
  - District Nursing Teams and other health care professionals as required.
  - Other specialties and or agencies as required.
- In partnership with other agencies, provide specialist support to GPs, community nurses and carers to ensure that diabetic patients continue to be maintained within their own home.
  - Undertaking a comprehensive assessment of patients including those with diverse or complex presentations/multi pathologies; using clinical reasoning skills and manual assessment techniques to assist in an accurate diagnosis of their condition.
  - Assessing patient/parent/guardian/carer understanding of treatment proposals, gaining valid informed consent and having the capacity to work within a legal framework with patients who lack capacity to consent to treatment.
  - Using clinical reasoning skills formulate individual treatment programmes for patients utilising a wide range of specialised and effective treatment techniques and modalities.
  - Monitoring patient progress and adapt activity according to individual patient needs mindful of adverse reactions which may be life threatening.
  - Be responsible for ensuring each patient is placed in the correct treatment pathway at the appropriate time and necessary investigations and treatments are organised, acted upon and interpreted i.e. HbA1c, Lipids, blood glucose monitoring and continuous blood glucose monitoring device readings.
  - Use their judgement skills to formulate solutions and recommend/decide on the best course of action/treatment empowering the person with diabetes to participate in the decision making process i.e. lifestyle changes, titration of insulin/oral hypoglycaemic doses.
  - Notify the Team Leader for Diabetes of any difficulty in working conditions, equipment or procedures which may constitute a hazard to patients or staff and to ensure adequate precautions are instituted.
  - Demonstrate a sound understanding of Clinical Governance and its application in practice.
  - Demonstrate a sound understanding of Risk Management and its application in practice.

- Provide skilful and comprehensive assessment of patients ensuring risk assessment is an integral component of all clinical work (manage clinical risk within own patient caseload).
- Support the Team Leader for Diabetes in the investigation of clinical incidents and complaints, completing an action plan from lessons learned, ensuring all staff are involved in and informed of any changes to policies and procedures.
- Demonstrate ability to present cases to clinical colleagues considering the range of care and treatment options available in line with the current evidence base and make recommendations regarding the appropriate course of action.
- Assess and manage critical/unpredictable situations that arise in the area of work.
- Assess patients in a range of settings including the patient's home, Care Homes or Community Hospitals and advise on appropriate care planning.
- Responsible for identifying opportunities for health promotion within families in domiciliary, residential and clinic settings contributing to public health initiatives.
- Advise, encourage and motivate patients to develop strategies to manage their own health.
- Responsible for advising programmes of care, using analytical and judgemental skills to enhance decision making in relation to diabetes treatment and care.
- In conjunction with the Team Leader for Diabetes identify the learning needs of other health care professionals through the completion of a training needs analysis.
- Working within a variety of settings, the post holder will be responsible for organising their own caseload and will be expected to plan, organise and monitor the effectiveness of this activity, balancing other patient related and professional demands. This will include:
  - Formulating and delivering an individual treatment programme based on a sound knowledge of evidence based practice and treatment options using clinical assessment, reasoning skills and knowledge of clinical treatment skills.
  - Formulating and recommending best course of intervention, developing comprehensive clinical management plans.
- Demonstrate good organisational skills and efficient use of resources when planning their weekly timetable.
- Ensure the environment is safe for patients, meets the required standard of cleanliness and all equipment is maintained in good working order and checked as necessary.

- Take an active role in the management of complex cases including the development of a care plan which is negotiated with the patient, ensuring that the agreed care is delivered and evaluated on a regular basis, support staff in the management of such cases.
- Take an active role in the development of clinical and operational developments.
- Manage and maintain a diary of all work activities, making it available for audit as necessary.
- Co-ordinate further assessments by specialist and therapist staff which may include referral to other services.
- Network with others to develop integrated care pathways, to improve clinical practice.
- Assist the Team Leader for Diabetes in the Continuing Professional Development of Nurses (and other health care professionals) through the implementation of a planned programme of structured education.
- The post holder will be expected to have the physical skills to carry out an array of treatment techniques to a high level of accuracy for treatment programmes to be effective (e.g. physical assessment skills, manual treatment skills, manual/therapeutic handling skills) and keyboard/IT skills to record patient notes, produce individualised treatment programmes for home use and produce teaching aids for junior staff and students.
- Able to maintain (on a frequent basis) periods of prolonged concentration during clinical assessments and treatment of patients.
- The post holder will also be required to carry out highly technical interventions such as blood glucose monitoring and insulin administration.
- Utilise clinical assessment skills to diagnose, formulate and implement a clinical management plan. Advise Consultant/GP/Nurses and others of clinical management plan and update records accordingly.
- Act as an expert resource for staff regarding patients on their case load.
- Advise patients regarding the concepts of health promotion, education, prevention and protection.
- Deliver timely, comprehensive assessments for patients with diabetes and advise consultants/doctors/nurses and the wider multi-disciplinary team.
- Be responsible and accountable for carrying out comprehensive assessments including risk assessment, patient centred care planning and recommending evidence based treatment.

- Systematically evaluate the care given, using evidence based practice and review care plans to reflect the changing needs of the patient.
- Refer to other health professionals/social care as and when appropriate.
- Teach other professionals, relatives, carers (often from other agencies) treatment programmes in order to maximise potential.
- Monitor progress (subjective and objective) adapting activities according to individual needs taking co-morbidities into account.
- Educate patient and relative/carer in self-management of condition.
- Advise and educate patients and their families/carers on the management of individual problems and the treatment packages available.
- Promote and support patients' rights by promoting individual choice, respecting their beliefs and ensuring privacy and dignity at all times.
- Engage in appropriate clinical supervision to support practice development and offer clinical supervision to others if deemed appropriate.
- Proactively manage high risk patients with complex needs, avoiding unnecessary hospital admission through clinical assessment, needs identification, planning, managing and co-ordination of care by :
  - Direct referral to specialist services.
  - Ensuring effective communication and sharing of appropriate information amongst professionals to avoid conflicting treatments.
- Responsible for reporting vulnerable adult protection concerns, contributing to multi-disciplinary assessments/re-assessments and decision making in relation to adult safeguarding issues as and when required.
- Demonstrate a high level of clinical judgement working within limits of own professional competency.
- Assist in the assessment of the needs of clinical staff within the Primary/Community and Secondary care setting and work alongside colleagues to help develop their clinical skills and competencies in the management of diabetes.
- Contribute to the provision training and education for Pre and Post Registration students in non-academic and academic settings, for example, clinical areas and Higher Education Institutes.
- Responsible for the timely referral of patients with complex needs to the appropriate consultant.
- Implement Professional, Departmental, Health Board and Statutory Policies and

Procedures (Clinical Governance, Risk Management, Protection of Vulnerable Adults, Lone Worker, Safe Handling of Waste, Cardiopulmonary Resuscitation, Fire and Emergency Evacuation, Needlestick/Sharp/Blood Splash Incidents, Infection Prevention and Control).

- Contribute to the updating of protocols and standards of care in collaboration with other services on the best available evidence for a clinically effective service.
- Adhere to service policy regarding competence to use equipment and ensuring the safe use of equipment by others by means of teaching, training and supervision of practice.
- Implement research-based recommendations to improve care and management of patients with diabetes.
- Contribute to specific projects as required to support the development and implementation of specific service directives/health improvement programmes.
- Contribute to the evaluation of specific projects as requested.
- Monitor outcomes and propose changes to working practice in relation to clinical care.
- Assist in the monitoring of the effectiveness of the service and clinical standards through clinical audit, patient satisfaction questionnaires, etc.
- Contribute to the production of abstracts/poster presentations, which serve to demonstrate innovative service developments, at local and national conferences/events.
- Responsible under the Health & Safety Act for undertaking risk assessments with particular regard to the handling of patients, safe environment, control of infection and COSHH.
- Responsible for adhering to the Lone Worker Policy.
- The post holder will be aware of the cost differential between different insulin and blood glucose monitoring strips and ensure the cost effective use of all resources.
- Demonstrate an understanding of the resource implications of clinical decision making, for example advising others regarding diabetes management.
- Be responsible and accountable for the security and maintenance of personal service assets, for example clinical and IT equipment.
- Work within Health Board procedures and policies to ensure that resources are monitored and used appropriately, this includes the safe use and effective management of equipment.

- Ensure that all resources both staff and non-staff are used to optimum effect within their sphere of responsibility. Minimise cost in terms of travel and other expenses whenever possible in an effort to maintain budgetary control.
- Be responsible for the day to day supervision of staff, which may include Health Care Support workers, students, junior staff and act as a role model to ensure that high standards of care are maintained.
- Be expected to contribute to the Continuing Professional Development of others by equipping newly appointed and existing professionals with the required skills and knowledge to manage patients presenting with Diabetes.
- Support the Team Leader for Diabetes to promote the concept of a learning environment within the diabetes service where opportunistic learning situations may present, this may include appropriate mentorship and supervision of Registered Nursing staff, Health Care Support Workers and Students.
- Develop own clinical and managerial skills to the benefit of the service In keeping with Health Board policies and procedures ensure that staff working within the service are aware of their responsibilities.
- Utilise clinical audit to identify training needs of staff, reporting findings to managers/team leaders/senior nurses as and when appropriate.
- Participate in education and skill training programmes/courses/seminars as identified via the Personal Development Review process.
- Participate in interviews for recruitment and selection as and when requested.
- Be responsible for the maintenance of accurate, comprehensive and up to date documentation in accordance with Professional and Health Board Standards of Practice and communicate assessments and treatment results to the appropriate disciplines in the form of letters, reports and verbal feedback to the multi-disciplinary team and others as appropriate maintaining patient confidentiality at all times.
- Create and maintain accurate, contemporaneous clinical records utilising established systems within clinical teams.
- Ensure the effective maintenance of electronic records, for example, spreadsheets, clinical audit tools and recording all patient contacts on a locally developed spreadsheet.
- Effectively manage patient information, collate statistics and analyse clinical data to help inform service initiatives and developments.
- Maintain competence in IT skills to make best use of IT systems to enhance patient care across professional boundaries.

- Support the Team Leader for Diabetes in producing data for annual reports, business plans, workforce planning and professional development.
- Input clinical data on Diamond and Myrddin as and when required.
- Be expected to participate in audit, supporting and implementing any necessary changes in relation to patient care.
- Be expected to participate in research, interpretation and analysis of findings and their application to practice.
- Be expected to provide evidence based care and contribute towards any research and audit thus promoting a positive attitude towards the implementation of evidence based practice.
- Operating within Professional Codes of Practice and mindful of departmental, Health Board and statutory policies the post holder will be professionally and legally accountable for all aspects of own work, including the management of patients in your care.
- The post holder has the freedom to act within established parameters (work is managed rather than supervised).
- Required to act autonomously within Health Board and Professional guidelines, referring to the Team Leader for Diabetes as required.
- Responsible for ensuring that all resources within the service are used to an optimum effect and in the absence of the Team Leader for Diabetes is responsible for informing the Senior Nurse of any issues/concerns regarding workload/staffing pressures.
- Responsible for ensuring that all policies and procedures are observed, and meet the Health Board requirements contained in the Health & Safety Policy.
- Responsible for the support and supervision of junior staff.

## **PERSON SPECIFICATION**

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Registered Nurse.</p> <p>Degree in nursing or equivalent skills, knowledge and experience.</p> <p>Specialist qualification in diabetes care or equivalent knowledge and skills/experience and training.</p> <p>Knowledge of diabetes and chronic conditions management.</p> <p>Knowledge of the Vulnerable Adult and Child Protection procedures and their application in practice.</p> <p>Knowledge of the Clinical Incident reporting procedure and its application in practice.</p> <p>Demonstrate a good understanding of the legislative and policy framework underpinning the delivery of an "Out of Hospital" model of care.</p> <p>Knowledge of Clinical Governance and its application in practice.</p> <p>Knowledge of Infection Prevention and Control Procedures and their application in practice.</p> <p>Evidence of on-going Continuing Professional Development.</p>	Mentorship qualification.	<p>Application Form</p> <p>Pre-employment checks</p> <p>Interview</p> <p>References</p>
<b>Experience</b>	Significant post-registration clinical experience within the	Secondary and Community Nursing Experience.	Application Form Interview

	<p>secondary or community setting.</p> <p>Experience of managing patients with diabetes.</p> <p>Experience of teaching others within the clinical field with supporting evidence of involvement in teaching/presentation sessions.</p> <p>Experience of participating in clinical audit.</p> <p>Experience of working alongside multi- disciplinary teams and other disciplines.</p> <p>Experience of liaising with a wide range of health care professionals, social services, and other organisations such as the Independent Care Sector.</p>		References
<p><b>Aptitude and Abilities</b></p>	<p>Proven Organisational, interpersonal and operational skills needed for post, for example :</p> <ul style="list-style-type: none"> <li>• Supervision of staff and other resources.</li> <li>• Organisational and time management skills.</li> <li>• Excellent verbal communication skills with staff, patients, relatives and other members of the Primary Care Team and Multi-disciplinary Teams.</li> </ul> <p>Ability to prioritise (time management skills) and problem solve.</p> <p>Presentation skills - ability to present information clearly.</p> <p>Ability to demonstrate effective non-verbal communication skills i.e. effective listening skills, positive body language.</p> <p>Ability to demonstrate an excellent standard of written</p>	Ability to speak Welsh.	Interview References

	<p>communication skills/literacy.</p> <p>Effective supervisory and clinical leadership skills.</p> <p>Able to demonstrate the ability to cope under pressure.</p> <p>Risk Management skills.</p> <p>Possess keyboard/IT skills (including the ability to gather complex data and information).</p> <p>Clinical assessment skills, history taking skills and decision making skills.</p>		
<b>Values</b>	<p>Be able to demonstrate a positive and caring attitude to all patients, relatives and members of staff in a calm and professional manner.</p> <p>Be an effective team player with ability to enthuse and develop potential in others.</p> <p>Self-motivated, proactive and innovative.</p> <p>Be collaborative, personable and a good listener.</p> <p>Be able to maintain judgement when under pressure or in highly distressing/emotive situation.</p> <p>Possess a strong commitment to improving patients' experiences and care.</p> <p>Be able to work to unplanned and planned deadlines.</p> <p>Demonstrate assertive qualities and diplomacy.</p> <p>Be confident and able to work independently and without supervision for long periods of time.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>Ability to carry out the full range of duties required of the post which will include travel around</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>the various hospital and community sites and visiting/treating patients in their own home environment.</p> <p>Able to work hours flexibly.</p> <p>Must work within the standards set out in the NMC code of conduct.</p> <p>Work well both as an individual and as part of a team, always acting in a professional manner.</p> <p>Satisfactory DBS Clearance.</p>		
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### **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Line Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Signed: (Clinical Service Manager) \_\_\_\_\_ Date: \_\_\_\_\_

Date Job Description compiled: \_\_\_\_\_

Date for Review: \_\_\_\_\_

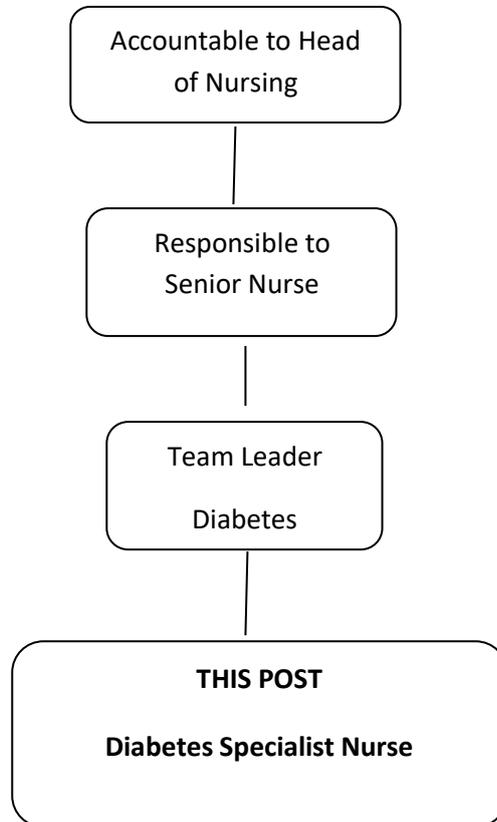
**APPENDIX 1**

**Job Title: \_Diabetes Specialist Nurse\_\_\_\_\_**

## Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: \_\_\_\_\_Diabetes Specialist Nurse\_\_\_\_\_

**Supplementary Job Description Information**

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

**Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
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<p>There will be a frequent requirement to expend moderate physical effort for several periods during the working day as evidenced by:</p> <p>Manual techniques (including the use of static postures, bending, manual dexterity to facilitate assessment and treatments).</p> <p>Transferring heavy equipment, for example educational resources.</p> <p>Transferring in and out of a car when making visits to multiple sites.</p>	<b>Daily</b>	<b>Several periods throughout the day</b>	
<p>There will be an occasional requirement to expend intense physical effort when working with patients with extreme physical debility or cognitive impairment.</p>	<b>Occasional</b>	<b>Varies</b>	

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month?</b>	<b>For how long?</b>	<b>Additional Comments</b>
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<p>The post requires frequent episodes of prolonged concentration daily within a predictable work pattern as evidenced by:-</p> <p>Reading/analysing referrals and patient records, assessing patients, writing up patient notes and preparing clinical management plans.</p> <p>Responding to patient/relative/carer/other health care professionals enquiries.</p> <p>Preparing teaching materials for patient education sessions and for training of students and other healthcare professionals.</p> <p>Responding to calls from other locations within the post holder's area of responsibility whilst undertaking other work.</p> <p>Ad hoc education to nursing staff in relation to diabetes management.</p>	<b>Daily</b>	<b>Varies</b>	
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### **Emotional Effort**

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

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For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
<p>The post holder will experience frequent exposure to distressing/emotional circumstances as evidenced by :</p> <p>Dealing empathetically on a daily basis with patients, relatives, carers who may have high levels of anxiety.</p> <p>Occasionally the post holder will be directly involved in giving unwelcome news to patients and their relatives (diagnosis of diabetes and complications of diabetes).</p> <p>Dealing with conflict where there are disagreements regarding the recommended treatment plan.</p> <p>Negotiating with health care professionals to agree a way forward when demands on the service are high.</p>	<b>Daily</b>	<b>Variable</b>	<p>Also transcribe distressing events when involved in Adult Protection procedures.</p>

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

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Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The job may involve frequent exposure to unpleasant working conditions on a regular (daily) basis e.g. bodily fluid including sputum, vomit, blood, urine, faeces, fleas, lice, infected wounds, odours.	<b>Daily</b>	<b>Ongoing</b>	
Working in patients' homes where conditions may be unpredictable and uncontrollable e.g. exposure to human and animal fleas and lice.	<b>Occasional</b>	<b>Duration of Visit</b>	
Required as part of clinical duties to handle human body fluids.	<b>Daily</b>	<b>Ongoing</b>	
Potential for dealing with verbal and physical aggression.	<b>Occasional</b>	<b>Up to 10mins</b>	
Potential for dealing with challenging behaviour associated with physical and mental health problems.	<b>Occasional</b>	<b>Up to 10mins</b>	