**Agenda For Change Job Description Template**

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| **Job Title: Diabetes Lead Nurse for Integrated Service**  **Responsible to: Chief Nurse**  **Department: Diabetes**  **Directorate: ECMS** |
| **2. JOB PURPOSE** |
| In Leadership Role for the Clyde Diabetes Service, the post holder will provide clinical, managerial and professional leadership in the daily running of Diabetes Services. Working in partnership with the stakeholders of Greater Glasgow and Clyde Diabetes Managed Clinical Network. The post holder will manage an accessible, appropriate, high quality, culturally sensitive and effective clinical service for people with Type 1 and Type 2 diabetes including Adolescent and Pregnancy patients. The post holder will work in partnership with senior management teams of Greater Glasgow and Clyde Primary and Secondary Care, to implement a consistently high-quality service. The post-holder will exercise and provide dynamic leadership in respect of diabetes service delivery and development across Clyde and to be accountable for the operational and strategic management of the Diabetes Specialist Team across Clyde Sector, including RAH, IRH and Vale of Leven Hospitals and Primary Care. This would include responsibility for professional performance, resource usage and activity.  The post-holder will contribute to the development and operation of diabetes strategy across Clyde including work with partner agencies. The post- holder will, in addition to leading the planning and implementation of clinical diabetes services, also lead/have a key role in Clyde developments which contribute to the diabetes service redesign/modernisation agenda.  The post-holder will carry a small clinical caseload, providing a specialised diabetes service for adults, their families and carers and Maternity Services. They will be a clinical expert, functioning as an independent autonomous practitioner by virtue of in-depth knowledge, expertise, proficiency, and experience working at an advanced level. |
| 3. **THE ROLE OF DEPARTMENT** |
| Diabetes is associated with significant morbidity and early mortality. It also increases the risk of blindness, renal failure and amputation. Much of this can be prevented by the provision of an effective Integrated Service. The post-holder while providing local management support for the service and staff teams will be responsible for the continued delivery of high standards of care for people with diabetes. They will also cope with the anticipated expansion and developments within this new service both locally and nationally. The post-holder will provide a highly specialised Diabetes management, treatment and education services to Clyde diabetes Services. Act as expert resource providing advice treatment plans and education for Acute in-patient Services, Maternity services, GP practices, Health centres, Care homes and patients homes. Provide dynamic, specific expert nurse led clinics for patients/carers. Responsible for the training and evaluation of Nursing staff, medical staff and other Healthcare Professionals. The Diabetes Service operates a service as part of a multi-disciplinary team to deliver holistic care to patients with diabetes who are referred by either Primary or Secondary care. The Single Point of Access referral system to Diabetes Service allows immediate triaging of patient’s condition and plan of care implemented appropriately and timely.  The post holder will work in conjunction with the referrer to provide specialist advice in order to optimise diabetes symptom control. They are required to undertake highly skilled clinical interventions at various stages for individuals living with this chronic disease process e.g.   * Assess and implement package of care for newly diagnosed patients with diabetes. * Manage Pregnancy Services for Clyde Hospital inpatients and outpatients. * Insulin Initiation regimes for individual. * New injection treatments. * Oral therapies appropriate for individual assessing medical suitability. * Insulin dose adjustment specific for age and diabetes Type. * Insulin pump patients support. * Teach patients the relevant skills for self-management including the interpretation of blood glucose results and crisis management. * Deliver structured education to patients/carers. * Provide health education and health promotion information to patients and their families. * Provide dietetic and podiatry services for patients.   The post holder will act as a resource to develop, deliver and provide education programmes to other health care professionals, patients, their careers and partner agencies. |
| **4. ORGANISATIONAL POSITION** |
| Chief Nurse  General Manager  .  **.**  **.**  **.**  **.**  Clinical Service Manager  **.**  Diabetes Lead Nurse for Integrated Services.    Diabetes Nurses Band 7  Diabetes Nurses Band 6  Diabetes nurses Band 5  Nursing assistant Band 3  Dietitians Band 6  Administration (clerical) Band 3 |
| **5. SCOPE AND RANGE** |
| The post-holder directly leads and manages a clinical team of Diabetes Nurses, Nursing assistant, Dietitians and 1 administration clerical secretary. The post-holder is responsible for monitoring the performance in multidisciplinary team. The post-holder is responsible for authorised signature for budgetary purchasing, supplies new staff and supplies. Clyde Diabetes Service is committed to support the expansion of Community Diabetes Services. To ensure a smooth journey of care, the service has been reconfigured and now has Integrated as Community and Acute divisions for Diabetes. This post is led and managed by Diabetes Nurse to create integrated diabetes teams across Clyde Hospitals. The Diabetes Lead Nurse has considerable freedom to act and works independently and autonomously with no direct day to day management supervision.  The Diabetes Lead Nurse will work within a framework of agreed objectives agreed with the CSM and Chief Nurse to lead and be accountable for diabetes service provision across Renfrewshire including:   * Maximisation of health gain through needs assessment and prioritisation process for the diabetes population of Clyde. * Responsible for policy interpretation, implementation and diabetes service developments across Clyde * Leadership and responsibility for diabetes clinical and staff governance * Responsible for leading the progression and implementation of the professional agenda within wider partnership approaches in all areas of diabetes service.  Delegated responsibility for the resource management of diabetes community and hospital nursing staff and diabetes AHPs  * Operational management of clinical staff (see organisational chart) * Liaison with and creation of partnerships with a range of stakeholders internal and external to the health family including public involvement. * Provide a specialist diabetes service to adults, their families, and carers including contributing to the delivery of self-management education. * Represent NHS GGC at National meetings related to diabetes. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Clinical/Specialist Knowledge**   * Provide highly specialised expert clinical advice and consultancy. * In collaboration with Senior Nurses, plan and develop all services to ensure they are provided to meet the developing needs of the service. * Contribute to annual budget setting within Clyde diabetes services taking responsibility for the monitoring and management of all. * Communicate information of a highly complex/sensitive/contentious nature to patients, families and carers where there may be barriers to acceptance in a range of situations. * Deliver highly specialised care packages in partnership with patients/families/carers including self-management education. * Practice at an advanced specialist level, which is characterised by autonomous practice, service management, clinical leadership and responsibility for both caseload management and service development. * Provide Nurse or AHP Led clinics and open access services for immediate clinical management for emergency and urgent referrals from GPs, Accident and Emergency, Primary Care staff and patients/carers. * Provide a wide variety of therapeutic assessments and interventions, the selection of which is based on highly specialised diabetes expertise. * Demonstrate due regard for own personal safety and that of the team. * Liaise with the Diabetes MCN to develop a quality framework through clinical governance approaches/systems throughout all diabetes nursing clinical practice, ensuring that standards are being met and care for patients is continually improved. * Develop and implement action plans resulting from the quality cycle, including risk management strategies. * Lead/support the implementation of all aspects of diabetes nursing and AHP staff governance across Renfrewshire e.g., personal development profiles, continuous professional development and clinical supervision. * Provide, educate and train undergraduates, healthcare professionals and medical staff. * Utilise the diabetes research evidence base to drive forward practice and implement clinical developments.     **Professional:**  **Professional Role**   * Provide professional advice relating to diabetes service provision, at strategic, operational and collegiate levels, both internal and external to the organisation * To drive the diabetes clinical agenda to deliver strategic redesign in line with corporate and national objectives. * Develop and deliver diabetes training programmes, in-house professional workshops, regional and * national conference presentations * Contribute to national/regional professional and strategic groups. * Key player within the corporate planning/decision making process within NHS GGC. * Lead/contribute to/Acute wide policy development and implementation. * Be a resource for nursing and AHP staff to ensure optimal information dissemination in relation to professional regulation, requirements and standards. * Promote an environment and culture which facilitates professional leadership and best practice. * Maintain a professional development plan which ensures continuous knowledge/skills updates in accordance with role outputs and organisational/professional requirements. * Empower patients/carers to take responsibility for their health, well being and lifestyle by practising in an open, transparent and inclusive manner. * Work within NHS, NHS Greater Glasgow and Clyde legislations, guidelines and procedures. * Practice within the Legal and Ethical framework as established by NMC. and National Legislations to ensure patients interests and well-being are met. * Gives advice Board wide. * Provides advice and updates to General Management teams.   **Education and Research/Audit:**   * + Participate in investigative evaluation of practice thereby contributing to the services clinical effectiveness programme ensuring practice is based on current evidence. * Initiate and participate in relevant research/audit projects where appropriate to service and practice needs. * Promote and disseminate research-based practice. * Identify and pursue research areas to enhance the clinical staff knowledge base in diabetes. * Evaluate effectiveness of role in relation to patient outcomes, service needs and professional requirements. * Promote patient/carer self-care/independence and safety through the provision of relevant teaching and support. * Maintain expert professional practice through continuing education, professional updating and involvement with professional specialist groups. * Identify the needs of staff, patients and carers in relation to Diabetes Care, in conjunction with others. * Establish, devise, provide, co-ordinate and evaluate Diabetes educational initiatives for appropriate healthcare staff, voluntary groups and AHPs, and monitor their impact on the speciality, in conjunction with others where appropriate. * Lead and co-ordinate the development and implementation policies and procedures relevant to the service * Participate in departmental audit and research activities as directed by the Lead Clinician and MCN for Diabetes * Lead audit and evaluation of the clinical service being responsible for ensuring the views of service users are encouraged and acted upon involving research and development teams.   **Organisational/Managerial:** Strategic Management  * Lead the development of clinical practice within the newly reconfigured diabetes specialist service to ensure clinically effective, needs led services. * Actively involved in planning, development and re-design of Clinical, Nursing and APH services. * Work closely with Acute Division and Community Health Partnership management for the provision of management information and professional advice which informs the planning of Diabetes services. * and their implementation across Clyde Sector and GGC. * Delivers specific advice and highly skilled knowledge to both Acute and Partnerships Areas. * Leads and delivers NHSGGC diabetes clinical developments which contribute to redesigned patient services ensuring that multi-agency/professional partnerships support the process. * Develop and implement strategies relating to Clinical Governance/ Effectiveness which underpin quality improvement. * Leads the implementation of diabetes-related Clyde partnership strategies to achieve increased service alignment/integration. * Line manages all staff within remit, Diabetes Nurses, Diabetes Dietitians and Diabetes Administration including planning, organising and monitoring their work performance. Develop and manage their Continuous Learning Plans * Ensure meaningful public involvement is the core of all service.   **Operational Management**  **The post holder has Freedom to Act guided by Policies and procedures.**   * Manage and lead a range of diabetes specialist staff across Clyde Sector. * Act as clinical expert resource for clinical management of patients. * Act as professional link with the Senior Nurses and AHP staff. * Ensure that the organisation responds appropriately at an operational level to changes in the organisation. * Deliver effective financial management within a delegated framework including savings programmes and efficiency measures. * Ensure the development and maintenance of a range of effective communication strategies to support clinical practice and develop working relationships with other service providers across Clyde to promote the partnership agenda and whole systems working. * Review and monitor diabetes service provision and the performance of diabetes staff providing direct patient care. * Professionally and managerially review and initiate change within the diabetes teams e.g., skill mix, service redesign, service models. * Implement, manage and evaluate the Personal Development Planning process within the diabetes services, linked to the corporate agenda. * Effectively manage the complex human resource issues of individuals and teams including personal and professional issues, disputes, discipline and grievance processes, investigations, complaints etc * Counsel, motivate and discipline staff where appropriate. * Undertake Service Risk management, ensuring staff, designated rooms and clinical systems are following health and safety. * Ensure staff have attended statutory clinical mandatory training. * Ensure meaningful public involvement is at the core of all service. |
| **7a. EQUIPMENT AND MACHINERY** |
| The post-holder will be responsible for the safe operation and maintenance of diabetes-related equipment used within the Teams. This will be managed through existing systems, including management of Medical Devices/Health and Safety reporting/Datix reporting and Control Book systems.  Responsible for inputting information into electronic patients’ records. Comply with Data Protection Act.  Work and implement policies and protocols.  Complex diagnostic and treatment devices e.g. blood glucose monitors, insulin pens/syringes/pumps  Clinical observation equipment, both manual and electric  Infusion devices, e.g. insulin pumps  Waste disposal system, including disposal of sharps.  Moving & handling equipment  Manoeuvre patients in wheelchairs etc. and assist patients using walking aids.  Beds – hydraulic and manual  Weighing machine  Commodes  Car driver  Computers/printers/audiovisual equipment for presentations |
| **7b. SYSTEMS** |
| The post-holder will be responsible for ensuring the development and maintenance of systems which support diabetes clinical and managerial functions, including the professional standards required to underpin them and the structures required to ensure quality/compliance within them. Examples of systems required include:  Local patient administration systems  Policies and procedures  Specialist diabetes databases  ISD Activity  Clinical Governance Framework  Human Resources  Child Protection  Professional Education Frameworks  Annual Reports  Performance Management  Organisation/documentation of meetings etc.  Health and Safety at work act 1974  Risk Management  Performance Assessment Framework Control of Recruitment System |
| **8. DECISIONS AND JUDGEMENTS** |
| The Diabetes Leadworks autonomously and is accountable for professional and clinical decision making across Clyde Sector, which informs and underpins service development and clinical practice. The Diabetes Lead is managerially accountable to the Clinical Services Manager and professionally accountable to Chief Nurse. The Diabetes Lead is frequently required to take important decisions that can have lasting and significant implications for patient care, staff employment/ welfare and the reputation of the organisation.  Leads as Team Manager dealing with complex issues around different Professional Disciplines and their managerial needs.  Clinically deals with the complexity of different clinical professional’s job plans in the Service.  The scope and context of this work involves:   * Initiative, analysis and highly complex decision making, often within highly emotive and challenging environments relating to, complex Human Resource issues, interpretation of data, critical incidents etc. * Interpretation and analysis of complex data which can result in service review and development e.g. Datix, workforce data, clinical information, research/audit. * Demanding professional issues – Child Protection system, determining inputs to professional standards both internal and external to the organisation e.g., health professional councils. * Leading the decision-making process involved in the co-ordination of complex clinical care needs across Renfrewshire. * Determining the systems and processes to effect implementation and management of change in diabetes service provision * Leading the prioritisation of work relating to Training Needs Analysis, staff development plans and workforce planning * Effective responses to crisis situations e.g. critical incidents, complaints, critical event analysis and human resource issues * Uses own initiative and acts independently within the bounds of existing knowledge and skills. * Responding to complaints and claims, giving advice and implementing any system changes which arise * Regularly undertaking surveys and audits relating to service efficiency and patient care – taking corrective action wherever necessary which involves planning, monitoring outcomes, assessing the need for changes and subsequently implementing and directing any associated policy / procedural changes. This can include supporting the implementation of SIGN/QIS standards and recommendations. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder maintains a range of highly developed, effective communication and working relationships and strategies taking into account the variety of highly complex, contentious and sensitive situations that occur across a range of levels both internal and external to the organisation.  Engage in effective communication with patients, relatives and visitors, in particular take pro active role in addressing complaints.  Recognition of complexity is essential when involved in partnership working between/within different organisational cultures, structures and values in multiple inter-agency work.  This requires demonstration of communication skills including negotiation, motivation and presentation in an ever-changing diabetes environment to ensure effective delivery of strategic and local planning objectives.  Example of **key** contacts include:  Acute Division and Community Health Partnership Directors  Emergency and Medical General Manager, Nurse Director and Associate Director of Nursing, Head of Dietetics, Head of Podiatry  Locality General Managers  Acute Division service managers and Locality Service Development Managers  Diabetes MCN Lead Clinician and Manager  Diabetes Team Leaders  Diabetes Clinical Service Improvement Clinical Leads and members  Locality Diabetes Lead Clinicians  Locality Management Teams  Diabetes Clinicians, Nurses, Dietitians, Podiatrists and other staff  Chief Officers of NHS GGC.  Long Term Conditions Team  MPs and MSPs  Local Authority Elected Members, Chief Officers and Staff (SWD, Housing, Education etc)  Voluntary Organisations  Users, carers and the public  Scottish Health Council  Higher Education Establishments  Staff Side Organisations |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Prolonged periods of keyboard activity daily basis.  Multi-site working – due to the varied nature of the post, driving daily basis is essential. Flexible hours and some evening working Performance of highly skilled procedures e.g. insulin initiation/adjustment  Movement of patients using a variety of devices, e.g. wheelchairs, aides  Exposure to variable environmental conditions in patients’ homes A high level of concentration is required to deal with the many complex competing demands within an unpredictable and challenging environment which require timeous action and resolution daily.  Identification and resolution of professional ethical issues, conflicts and dilemmas within area of responsibility  Frequently required to timeously provide information, reports and decisions on varied and unrelated issues in an ever-changing environment of conflicting priorities, agendas and deadlines.  Pressure due to the competing demands of service management and own specialist clinical commitment.  **Emotional**  Frequent high level of exposure to managing emotionally charged situations e.g., complex clinical cases, complex Human Resource issues, complaints, bereavement, child protection situations.  Frequent provision of support/counselling to staff in both professional and personal situations  Maintenance of clinical and motivational skills within area of expertise on an ongoing basis  Frequent difficult decision making which puts a strain on working relationships over a wide range of situations.  Communication with distressed/worried/anxious patients, carers and families who have received highly sensitive information e.g.: Diagnosis, life threatening diabetes complications.  Regular exposure to physical and verbal aggression.  Dealing with Complaints  Clinical Supervision |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Providing continued diabetes service delivery and development in line with overall health service policy and strategy against a background of identifying and delivering a clinical and financial sustainability strategy involving significant service redesign and reorganisation.  Managing the complexity of relationships, agendas, outcomes and interfaces across several organisations.  Managing services and staff distributed across a wide geographical area which requires support through communication, training and team building.  Problem solving effectively ensuring service delivery and value for money within a continuing change environment.  Increasing single system working between Primary and Secondary Care.  Managing services in various locations in Clyde ensuring equity of care and continued high standards of care.  Responding to complaints with difficult patient/ service users.  Increasing challenges within the multi-agency working agenda to overcome the competing cultures, objectives, visions and organizational structures with partner agencies.  Prioritisation to achieve a balance when implementing national, corporate and operational objectives.  Meeting the demands of Clyde long term strategic plans whilst delivering the shorter-term operational outcomes of the diabetes service. This produces a significant workload with varying agendas that have to be prioritised to meet set objectives within demanding timescales. This requires frequent concentration in an environment of unpredictability.  Ensuring a safe patient environment and delivery of effective care within the available resources. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential**  Registered Nurse with minimum five years post-registration practice.  Three years expert practice in the diabetes specialty at band 7 or above and evidence of relevant continued professional development/qualification in the specialty.  Educated to/working towards/operating at master’s level in the Diabetes Specialism.  Evidence of personal contribution and leading of service planning and redesign projects.  Excellent team working skills, with the ability to work on own initiative.  Effective listening, communication and interpersonal skills.  Evidence of clinical leadership.  Evidence of strategic and operational management capabilities.  Sound analytical information management/technological/financial management skills.  Proven track record of partnership and collaborative working internal and external to the organization.  Understanding and/or experience of Organisational Development and the creation of effective, high-performance teams.  At least five years’ experience working in a multi-professional team.  Experience in leading the development of policy/guidelines/standards.  Experience of developing/delivering specialist diabetes education programmes. Evidence of developing and implementing new ways of working. **Desirable - Car Driver.**  **Desirable** |

**The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or nonclinical role the post holder is expected at all times to be an exemplar of person-centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.**