Moving to EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

CLINICAL NURSE SPECIALIST – DIABETES & ENDOCRINOLOGY

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men’s Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- You will provide expert care and support for people with diabetes and endocrine conditions.
- You will manage your own patient caseload, giving advice, education and treatment in different settings.
- You will teach and train patients, families and staff to help improve knowledge and self-care.
- You will work closely with other health professionals to make sure care is joined up and effective.
- You will help develop services, carry out audits, and use research to improve standards of care.
- You will support the team by showing leadership, sharing skills, and helping others to learn and grow.

Job Description

Job title:	**Clinical Nurse Specialist – Diabetes & Endocrinology**
Grade:	**Band 6**
Site:	**The Royal Shrewsbury Hospital**
Accountable to:	**Matron - Medicine**
DBS required:	**Yes – Enhanced DBS**

Main Duties

To assess, plan and implement and evaluate evidence-based nursing care for people with complex needs for their Diabetes and endocrine management. The post holder is required to provide expert clinical care for patients and to support other staff to develop their competencies in diabetes and endocrine 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, endocrinology 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 endocrinologist 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 research□based 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 and endocrine 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 and endocrine 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 Responsbilities

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. Daily requirement 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 and endocrine conditions.
7. Support, enable and develop other members of the Diabetes and endocrine nursing team
8. Daily requirement to provide training and education of pre and post registration students in the management of diabetes and endocrinology.
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

Person Specification

	Essential	Desirable
Qualifications	• RN Diploma or Degree • NMC Registered • Highly developed specialist knowledge achieved through First Level Degree or equivalent portfolio of evidence • Recognised Diabetes / endocrine qualification or experience • Teaching Certificate or equivalent experience • Evidence of continual professional development and education • Commitment to working towards post graduate physical assessment module where appropriate and identified during objective setting	
Experience	• Post registration experience	

	• Diabetes/endocrine nursing experience • Experience of provision of training/education to range of staff and patients • Assessing and developing care plans for patients with complex needs • Participation in service development and the implementation of change	
Knowledge and skills	• Advanced communication, negotiation, decision making and organisational skills • Ability to communicate complex and distressing information to clients and their carers in a sensitive and supportive way at a level they can understand • Support in the management of complex caseload of high risk patients • Ability to take initiative, work autonomously, make decisions, and prioritise workload • Excellent interpersonal skills	

	• Knowledge of diabetes NSF, DH 12 and NICE guidelines and their impact on o service maintenance, patient outcomes and clinical practice • Advanced training and utilisation skills in therapeutic /diagnosis procedures and equipment relevant to diabetes • Ability to use motivational interviewing skills and incorporate in patient centred care • Able to utilise research and audit to maintain and promote best practice • IT skills and willingness to advance • Ability to understand the needs of a multi ethnic population and to work to provide equity for service users • Knowledge and understanding of safeguarding practice, policy and guidance including statutory frameworks	

Other	• Awareness of professional and personal limitation • Ability to inspire confidence in others, demonstrating strong leadership qualities and acting as a positive role model to other members of the team • Strong team worker • Ability to work on autonomously • Flexible and adaptable in approach • Ability to work flexibly to meet the needs to the service • Ability to work at all Trust sites as required	
Values and Behaviours	• Demonstrates a commitment to treating colleagues, patients and others with dignity and respect. • Maintains appropriate professional boundaries, including in digital communications and social media. • Supports the principles of the NHS Sexual Safety Charter and is willing to speak up about inappropriate behaviour.	

	• Will comply with Trust policies and required training relating to sexual safety, harassment and respectful workplace conduct.	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the

creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

NHS Sexual Safety Charter

The Trust is committed to providing a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust takes a zero-tolerance approach to unwanted, inappropriate or harmful sexual behaviour and will support colleagues affected by such behaviour. The Charter recognises the right of everyone working, training and learning in healthcare to feel safe and supported at work.

The Trust will take all reasonable steps to prevent sexual harassment in accordance with the Equality Act 2010, the Worker Protection (Amendment of Equality Act 2010) Act 2023 and subsequent applicable legislation. This includes considering risks arising from colleagues, patients, relatives, visitors and other third parties.

All employees are required to treat colleagues, patients and others with dignity and respect, maintain appropriate professional boundaries, and comply with Trust policies, procedures, behavioural standards and training relating to sexual safety, harassment, discrimination and respectful workplace conduct.

Employees are encouraged to raise or support concerns about sexual harassment or misconduct through the Trust's established reporting routes. The Trust will not tolerate victimisation, retaliation or detriment arising from a concern raised in good faith.

- Uphold the Trust's commitment to a safe, respectful and inclusive working environment, free from sexual misconduct, harassment and discrimination, in accordance with the NHS Sexual Safety Charter, Trust policy and applicable legislation.

- Maintain appropriate professional boundaries and act in accordance with the Trust's values, policies and procedures relating to dignity, respect, inclusion and professional conduct.
- Speak up about, report or appropriately escalate inappropriate behaviour, and support a culture in which concerns are taken seriously and colleagues are protected from detriment.
- Complete required learning and participate in reasonable measures introduced by the Trust to prevent harassment and maintain sexual safety.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic

or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

