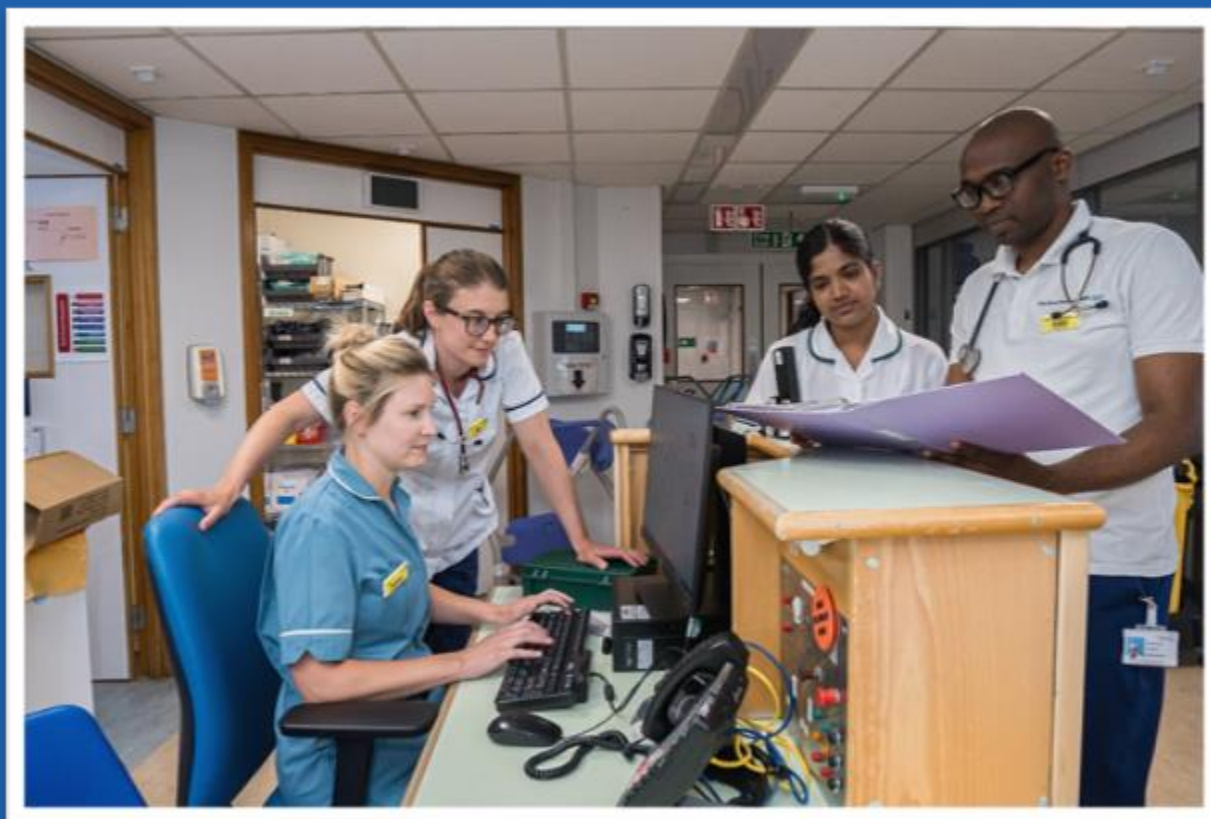


DIABETES AND ENDOCRINOLOGY SPECIALIST NURSE

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.

- The role provides specialist care for people with diabetes and hormone conditions, making sure they get safe and effective treatment.
- You will assess patients, plan their care, and teach them how to manage their condition.
- You will support other staff by sharing expert knowledge and helping them build their skills.
- You will work with many teams across the hospital and community to give joined-up care.
- You will help improve the service by taking part in audits, training, and quality work.
- You will show strong communication and leadership to help patients, families, and staff.

Job Description

Job title:	Diabetes and Endocrinology Specialist Nurse
Grade:	Band 7
Site:	The Royal Shrewsbury Hospital and the Princess Royal Hospital
Accountable to:	Matron
DBS required:	Enhanced

JOB OVERVIEW

You will be accountable for the delivery of a comprehensive, skilled and evidence-based Diabetes and Endocrine service to meet the needs of the population. Support senior staff in providing leadership, management, and development within the team. Maintain a clinical caseload within your specialist field. Continuing responsibility for assessment of health needs and development and evaluation of standards of care.

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

Main Duties and Responsibilities

To assess, plan and implement and evaluate evidence-based nursing care for people with complex needs for their Diabetes 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 Endocrinology 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 will lead audit in their sub speciality areas and support colleagues in 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 a complex specialised caseload providing high quality clinical education, advice, information and support to patients and their carers/families on all aspects of diabetes and endocrinology and its effect on their lives
2. Working frequently autonomously to ensure that diabetes and 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 primary and from secondary care colleagues and use advanced knowledge and skills to determine treatment and nursing care plans, co-ordination of complex discharge from hospital and direct links with additional members of the MDT to ensure holistic care requirements maintained.
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' needs.
7. To initiate/ adjust both insulin and oral hypoglycaemic treatments.
8. Utilise continuous blood glucose monitoring system and flash glucose monitoring and be able to adjust treatment with appropriate patient education
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 and determine treatment options or referring onwards where required
11. Undertake formal specialist training on arranged study days or courses internally and externally
12. To work closely with consultant endocrinologists in MDT subspecialist speciality clinics
13. To act as a specialist resource to professional colleagues, service users and their carers/families in relation to all aspects of diabetes and endocrinology,

including preconceptual advice, pre and post-natal care, 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 develop, evaluate and audit standards of care provided, including 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 offer 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.
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. Commitment to working towards non-medical prescribing where appropriate and identified during objective setting

Understanding and Managing in Context:

1. Development and maintenance of trust Policies in relation to diabetes and endocrinology in-order-to
2. promote safe practice across the hospital environment
3. Ensure clinical guidelines and protocols are underpinned by clinical effectiveness with reference to NICE
4. Guidelines, National Service Frameworks, and research-based findings
5. The development and review of protocols that are pertinent to diabetes team members and those that
6. impact on other services beyond own field of practice e.g., Primary Care and carers from independent sector

7. To act in accordance with NMC Guidelines for professional practice, national and local policies, procedures, guidelines, and standards and implement strategies to ensure care standards are maintained in the trust
8. To meet NMC standards for Records and Record Keeping whilst exercising confidentiality and discretion
9. Contribute to reports/statistical information required by the Trust
10. Develop and maintain effective communication networks with other health professionals, including Primary Care, private, statutory, and voluntary agencies
11. Represent the trust at local, regional, and national meetings as required including presenting research and / or other data
12. 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.

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 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 Specialist Nurses team and Service Manager and other team leaders/managers within the Division and wider Trust to proactively support the development and redesign of care pathways embracing the concept of care closer to home and expanding/enhancing multi-disciplinary/multi agency working for people with diabetes.

Team and People Development Responsibilities:

1. To identify personal learning needs and develop an action plan with the Lead nurse
2. In conjunction with team manager identify develop and evaluate new educational strategies for patient education in line with national recommendations from the DH and NICE
3. In conjunction with team manager identify initiate develop and participate new educational initiatives for staff development
4. To initiate /participate in relevant and ethically approved research trials

5. 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
6. Provide expert advice and education to other members of the multidisciplinary team across Primary and Secondary care, Social Services, and voluntary groups
7. 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.
8. Support, enable and develop other members of the Diabetes and endocrine nursing team
9. Daily requirement to provide training and education of pre and post registration students in the management of diabetes
10. 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, including ensuring that effective annual personal development encompassing clear and explicit expectations and targets.
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. To attend training commensurate with your role.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • RN Diploma or Degree • NMC Registered • Highly developed specialist knowledge achieved through Masters level qualification or equivalent portfolio of evidence • Recognised Diabetes and endocrine qualification or experience • Teaching Certificate or equivalent • Evidence of continual professional development and education • Commitment to working towards non-medical prescribing where appropriate and identified during objective setting 	
Experience	<ul style="list-style-type: none"> • Post registration experience • Diabetes/endocrine nursing experience • Experience of provision of training/education to range of staff and patients • Assessing and prescribing care plans for patients with complex needs • Participation in service development and the implementation of change 	
Knowledge and skills	<ul style="list-style-type: none"> • 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 • Ability to manage complex caseload of high-risk patients 	

	<ul style="list-style-type: none"> • Ability to take initiative, work autonomously, make decisions, and prioritise workload • Excellent interpersonal and leadership skills • Knowledge of diabetes NSF, DH and NICE guidelines and their impact on strategic service developments, 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 • Ability to effect and manage change • IT skills and willingness to advance • Able to present information to professional groups • 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 	
<p>Other</p>	<ul style="list-style-type: none"> • 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 	

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 ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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.

