## Role Profile: Clinical Nurse Specialist

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Clinical Nurse Specialist in Diabetes (DNS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of the Role</td>
<td>The purpose of this role is to deliver specialist nursing care in line with the five core concepts set out in the Framework for the Establishment of Clinical Nurse Specialist posts (4th edition), National Council for the Professional Development of Nursing and Midwifery (NCNM), 2008. The successful candidate will work as a member of the multidisciplinary team providing a patient centered quality and seamless service.</td>
</tr>
<tr>
<td>Details of the service/Background to the post</td>
<td>The management of patients with Diabetes demands a broad range of professional skills and knowledge, as well as skills in communication, leadership, teaching, education, research and counselling. The CNS will have the expertise and specialist knowledge to incorporate these skills into practice and so develop standards of care that benefit the patient. In so doing, the CNS will embrace the five core concepts of the clinical nurse specialist role to ensure the provision of a high quality holistic service for the patients in need of the service, and to enhance the health status of this patient population. He/she will work closely with the Endocrinology team. The main area of responsibility will be the wards but as a team member will be required to support the diabetes day centre when needed. As education is a pivotal to this role he/she will be expected to be active in patient and staff teaching and keeping abreast of national and international guidelines.</td>
</tr>
<tr>
<td>Department/Directorate</td>
<td>Department of Endocrinology.</td>
</tr>
<tr>
<td>Key Reports</td>
<td>Operationally: Carolyn Treacy CNM III, Sharon Slattery Directorate Nurse Manager Professionally: Director of Nursing Clinically: Consultant Dr MarieLouise Healy</td>
</tr>
<tr>
<td>Key Direct Reports</td>
<td>Staff Nurses, Support Staff, Student Nurses as appropriate On clinical matters only</td>
</tr>
<tr>
<td>Grade</td>
<td>CNM II</td>
</tr>
<tr>
<td>Salary Scale</td>
<td>€48,570 - €57,421</td>
</tr>
<tr>
<td>Job Reference Number:</td>
<td>39681/18</td>
</tr>
<tr>
<td>Enquiries To:</td>
<td>Carolyn Treacy CNM III, Phone:01 410 3141, Email: <a href="mailto:cconroy@stjames.ie">cconroy@stjames.ie</a></td>
</tr>
<tr>
<td>Closing Date:</td>
<td>Sunday, 25th February 2018</td>
</tr>
</tbody>
</table>
### Key Duties, Roles and Responsibilities

The purpose of this CNS post is to deliver care in line with the five core concepts of the role set out in the Framework for the Establishment of Clinical Nurse/Midwife Specialist Posts, 4th edition, National Council for the Professional Development of Nursing and Midwifery (NCNM) 2008.

The management of patients with *Diabetes* demands a broad range of professional skills and knowledge provision of a high quality holistic service for the patients in need of the service, and to enhance the health status of this patient population.

The main area of responsibility will be the wards but as a team member will be required to support the diabetes day centre when needed.

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The post holder’s practice is based on the five core concepts of the CNS role as defined by the NCNM 4th edition (2008) in order to fulfil the role. The concepts are:
- Clinical Focus
- Patient/Client Advocate
- Education and Training
- Audit and Research
- Consultant

### Clinical Focus

The CNS will have a strong patient focus whereby the specialty defines itself as nursing/midwifery and subscribes to the overall purpose, functions and ethical standards of nursing/midwifery. The clinical practice role may be divided into direct and indirect care.

Direct care comprises the assessment, planning, delivery and evaluation of care to the patient, family and/or carer. Indirect care relates to activities that influence and support the provision of direct care.

### Direct Care

The CNS will:

- Provide a specialist nursing service for patients with a working/provisional diagnosis of Diabetes who require support and treatment through the continuum of care
- Undertake comprehensive patient assessment to include physical, psychological, social and spiritual elements of care using best evidence based practice in diabetes care
- Use the outcomes of patient assessment to develop and implement plans of care/case management in conjunction with the multi-disciplinary team (MDT) and the patient, family and/or carer as appropriate.
- Monitor and evaluate the patient’s response to treatment and amend the plan of care accordingly in conjunction with the MDT and patient, family and/or carer as appropriate.
- Make alterations in the management of patient’s condition in collaboration with the MDT and the patient in line with agreed pathways and policies, procedures, protocols and guidelines (PPPG’s).
- Accept appropriate referrals from MDT colleagues
- Co-ordinate investigations, treatment therapies and patient follow-up
- Communicate with patients, family and /or carer as appropriate, to assess patient’s needs and provide relevant support, information, education, advice and counselling as required
- Where appropriate work collaboratively with MDT colleagues across Primary and Secondary Care to provide a seamless service delivery to the patient, family and/or carer as appropriate
- Participate in medication reconciliation taking cognisance of poly-pharmacy and support medical and pharmacy staff with medication reviews and medication management
- Identify and promote specific symptom management strategies as well as the identification of triggers which may cause exacerbation of symptoms. Provide patients with appropriate self-management strategies and escalation pathways.
- Manage nurse led diabetes clinics with MDT input
- Identify health promotion priorities for the patient, family and/or carer and support patient self-care in line with best evidence. This will include the provision of educational and health promotion material which is comprehensive, easy to understand and meets patients needs

**Indirect Care**
- Identify and agree appropriate referral pathways for patients with diabetes
- Participate in case review with MDT colleagues
- Use a case management approach to patients with complex needs in 3 collaboration with MDT in both Primary and Secondary Care as appropriate
- Take a proactive role in the formulation and provision of evidence based PPPGs relating to diabetes care
- Take a lead role in ensuring the service for patients with diabetes is in line with best practice guidelines and the Safer Better Healthcare Standards (HIQA, 2012) or the relevant National Clinical Care Programme.

**Patient/Client Advocate**
- Communicate, negotiate and represent patient’s family and/or carer values and decisions in relation to their condition in collaboration with MDT colleagues in both Primary and Secondary Care as appropriate
- Develop and support the concept of advocacy, particularly in relation to patient participation in decision making, thereby enabling informed choice of treatment options
- Respect and maintain the privacy, dignity and confidentiality of the patient, family and/or carer
- Establish, maintain and improve procedures for collaboration and cooperation between Acute Services, Primary Care and Voluntary Organisations as appropriate
- Proactively challenge any interaction which fails to deliver a quality service to patients

**Education & Training:**
- Maintain clinical competence in patient management within diabetes nursing, keeping up-to-date with relevant research to ensure the implementation of evidence based practice.
- Provide the patient, family and/or carer with appropriate information and other supportive interventions to increase their knowledge, skill and confidence in managing their diabetes.
- Contribute to the design, development and implementation of education programmes and resources for the patient, family and/or carer in relation to diabetes thus empowering them to self manage their condition.
- Provide mentorship and preceptorship for nursing colleagues as appropriate.
- Participate in training programmes for nursing, MDT colleagues and key stakeholders as appropriate.
- Create exchange of learning opportunities within the MDT in relation to evidence based diabetes care delivery through journal clubs, conferences etc.
- Develop and maintain links with Regional Centres for Nursing & Midwifery Education (RCNMEs), the Nursing and Midwifery Planning and Development Units (NMPDUs) and relevant third level Higher Education Institutes (HEIs) in the design, development and delivery of educational programmes in care.
- Be responsible for addressing own continuing professional development needs
Audit & Research:
• Establish and maintain a register of patients with diabetes within the CNS service.
• Maintain a record of clinically relevant data aligned to National Key Performance Indicators (KPI’s) as directed and advised by the ADON/DoN/Lead Consultant.
• Identify, initiate and conduct nursing/midwifery and MDT audit and research projects relevant to the area of practice.
• Identify, critically analyse, disseminate and integrate best evidence relating to care of patients with diabetes and put it into practice
• Contribute to nursing/midwifery research on all aspects of diabetes care.
• Use the outcomes of audit to improve service provision
• Contribute to service planning and budgetary processes through use of audit data and specialist knowledge
• Monitor, access, utilise and disseminate current relevant research to advise and ensure the provision of informed evidence based practice

Audit expected outcomes including:
• Collate data (insert agreed KPIs/clinical targets) which will provide evidence of the effectiveness of the CNS interventions undertaken - Refer to the National Council for the Professional Development of Nursing and Midwifery final report - Evaluation of Clinical Nurse and Midwife Specialist and Advanced Nurse and Midwife Practitioner roles in Ireland (SCAPE Report, 2010) and refer to the National KPIs associated with the speciality. They should have a clinical nursing/midwifery focus as well as a breakdown of activity - patients seen and treated.
• Evaluate audit results and research findings to identify areas for quality improvement in collaboration with nursing/midwifery management and MDT colleagues (Primary and Secondary Care).

Consultant:
• Provide leadership in clinical practice and act as a resource and role model for diabetes practice.
• Generate and contribute to the development of clinical standards and guidelines and support implementation
• Use specialist knowledge to support and enhance generalist nursing/midwifery practice
• Develop collaborative working relationships with local Diabetes Nurse Specialists (DNS), Registered Advanced Nurse/Midwife Practitioner/MDT colleagues as appropriate, developing person centred care pathways to promote the integrated model of care delivery.
• With the support of the ADON, attend integrated care planning meetings as required
• Where appropriate develop and maintain relationships with specialist services in voluntary organisations which support patients in the community.
• Liaise with other health service providers in the development and on-going delivery of the National Clinical Programme model of care.
• Network with other DNS’s in diabetes and in related professionals associations.

* The above Role Profile is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This Role Profile will be subject to review in the light of changing circumstances.
**Academic/Professional Qualifications and/or relevant Experience**

**Required:**
- Registered General Nurse with The Nursing & Midwifery Board of Ireland (NMBI), or eligible to register with NMBI.
- 5 years post-registration experience in the acute hospital setting within the last 7 years.
- A minimum of two years experience in the specialist area of diabetes.
- Formal recognised post-registration education relevant to the area of specialist practice at level 8 (higher Diploma) according to the Quality and Qualifications Ireland (QQI), National Framework.
- Candidates without the relevant post-graduate level 8 specialist course will be appointed as Clinical Nurse Manager II initially, but **must agree** to complete within an agreed timeframe.
- In circumstances where a candidate does not have the relevant qualification or no qualification is available in the relevant area then please -see Appendix 1.
- Have the ability to practice safely and effectively fulfilling his/her professional responsibility within his/her scope of practice.
- Have evidence of continuing professional development.

**Desirable:**
- Management experience
- Nurse Prescribing Registration- or agree to undertake within an agreed timeframe, the nurse prescribing of Medicinal Products Certificate.

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**Technical/Clinical Competencies**

**Required:**
- IT skills
- Experience in teaching and assessing junior staff/nursing students

**Desirable:**
- Experience with the Diamond patient data system
- Venepuncture & Cannulation experience

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**SJH Behavioural Competencies (From the Competency Framework, please list the relevant behavioural competency, the level required (level 1, 2 or 3) and the descriptors that are most relevant for the role)**

<table>
<thead>
<tr>
<th>Competency Required</th>
<th>Level Required</th>
<th>The following “Descriptors” are a further clarification of the behaviours required. Candidates should use these descriptors as a “guide” when assessing their suitability for this role and also when preparing an example of where they have demonstrated this competency in the past for inclusion in the required Application Form.</th>
</tr>
</thead>
</table>
| Problem Solving and Decision Making | 2 | - Able to act quickly to address urgent matters  
- Is able to make decisions with the information that is available at the time when a decision is needed quickly  
- Consults with others to improve decision-making  
- Is able to recognise early warning signs of potential problems and takes pre-emptive action  
- Accurately anticipates likely consequences of |
<table>
<thead>
<tr>
<th>Actions/Decisions (both short- and long-term)</th>
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</thead>
<tbody>
<tr>
<td>Grasps how all decisions (both big and small) might affect other colleagues, Patients, departments or the hospital</td>
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**Communication**

<table>
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<tbody>
<tr>
<td>Keeps key people informed, sharing information in a timely and open manner.</td>
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<tr>
<td>Patiently explains things to others when asked</td>
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<tr>
<td>Clearly and confidently articulates ideas and opinions and their underlying rationale</td>
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<tr>
<td>Draws on a variety of communication methods to fit situation/ circumstances</td>
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<tr>
<td>Communicates with others in a way that builds consensus</td>
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</tr>
<tr>
<td>Respects others’ views, in particular those of Staff of different grades and those who hold different posts</td>
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<tr>
<td>Documents important/relevant communications</td>
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**Planning and Organising**

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<tbody>
<tr>
<td>Prioritises team workload and delegates tasks effectively</td>
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<tr>
<td>Ensures most effective allocation and use of resources</td>
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<tr>
<td>Anticipates problems and issues and takes preventative action to address these</td>
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<tr>
<td>Manages competing and changing priorities</td>
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<td>Consistently plans ahead to meet important deadlines</td>
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<td>Prepares for implementation by ensuring adequate resources are in place</td>
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<tr>
<td>Communicates with others in relation to the plan, and their expectations of them</td>
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<tr>
<td>Plans in a realistic way vis a vis resources and time available</td>
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**Leadership**

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<tbody>
<tr>
<td>Embraces organisational change initiatives, filling structure/roles to support it</td>
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<tr>
<td>Contributes to the development of an environment where people can develop and flourish</td>
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<tr>
<td>Shows strong initiative; can work outside of standard protocol when necessary</td>
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<tr>
<td>Able to follow through on commitments and bring new ideas/initiatives to fruition (at local level)</td>
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<tr>
<td>Understands importance of getting input and commitment from others when seeking involvement</td>
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<tr>
<td>Motivate others to act.</td>
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**Quality and Safety Service**

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<tr>
<th>3</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Designs metrics and measurements to capture current standards met/unmet. Takes corrective action and communicates same to</td>
<td></td>
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</tbody>
</table>
all involved.

- Is a self-starter who shows initiative, assumes responsibility for results
- Has patience and perseverance to see things through
- Designs metrics and measurements to capture current standards met/unmet. Takes corrective action and communicates same to all involved.

### Continuous Development - Personal and Professional

<table>
<thead>
<tr>
<th>Level</th>
<th>Appropriate Descriptors</th>
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</thead>
<tbody>
<tr>
<td>2</td>
<td>Demonstrates a track record of effective teaching/mentoring junior staff and is known as a valued resource.</td>
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<tr>
<td>3</td>
<td>Holds self and others accountable for high standards.</td>
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<tr>
<td></td>
<td>Responds appropriately to unsafe and/or unprofessional practices</td>
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<tr>
<td></td>
<td>Presents at seminars / conferences.</td>
</tr>
<tr>
<td></td>
<td>Uses professional bodies to improve knowledge and resources</td>
</tr>
<tr>
<td></td>
<td>Stays abreast of new technologies/research relevant to chosen field</td>
</tr>
<tr>
<td></td>
<td>Looks to achieve personal and professional fulfilment</td>
</tr>
</tbody>
</table>

#### Competency Desirable Level Required

<table>
<thead>
<tr>
<th>Competency</th>
<th>Desirable</th>
<th>Level Required</th>
<th>Appropriate Descriptors</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
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</tbody>
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### Proficiency in the English language

A level of proficiency in the English language, written and spoken, is a requirement of all roles within St. James’s Hospital. You will be required to self assess your proficiency level in the Standard Application Form. **In addition, your proficiency in spoken English will be assessed during the interview process appropriate to the role available.**

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### Particulars of Office

1. The appointment to this post will be **Permanent, Full-Time & Pensionable.**
2. Annual Leave allowance is **25 – 28 days** per annum.
3. The person appointed must not give less than **one months’ notice** in writing, of intention to resign.
4. Normal working hours will be **39 hours** per week.
5. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 07.30 - 8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement.
**General Conditions**

1. The Hospital Board will not be responsible for the loss or theft of personal belongings.
2. Fire orders must be observed and staff must complete fire training every 2 years.
3. All accidents within the department must be reported immediately.
4. In accordance with the “Safety, Health and Welfare at Work Act 2005”, all staff must comply with all safety regulations.
5. St James Hospital is a smoke free Campus. Smoking is not permitted within the Hospital Buildings or on the grounds.

<table>
<thead>
<tr>
<th>Infection Control &amp; Hygiene</th>
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</thead>
<tbody>
<tr>
<td>It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.</td>
</tr>
</tbody>
</table>

**Confidentiality**

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

<table>
<thead>
<tr>
<th>Health:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</td>
</tr>
</tbody>
</table>

**Recruitment Process**

- Approval to Hire (VAF process)
- Hiring Manager – Role Profile
- Advertising
- Application Process (Standard Application Form)
- Shortlisting of Candidates will be based on information provided in Standard Application Form
- Interview Process
- All applicants who move to the 2nd stage of the Selection process (i.e. post interview) will be subject to Reference Checking X 2, Self-Declaration, Garda Clearance, Occupational Health Screening (Questionnaire) and relevant Qualification/Professional Membership validation
**Application Procedure:**

**For External Applicants:**
The Application Form is available under **Nursing Posts** section of Careers webpage.

Alternatively, please contact the Human Resources Directorate for an application form, Phone: (01) 416 2559 or Email: humanresources@stjames.ie.

Please note closing date **Sunday, 28th February 2018** for receipt of **completed** application forms, C.V.s will not be accepted.

A panel may be formed from which future vacancies will be filled.

*St. James’ Hospital is an Equal Opportunities Employer*
Appendix 1

Where applicants are in the process of completing a relevant Masters Degree or Post Graduate Diploma/Higher Diploma level (QQI) major award, relevant to the area of specialist clinical practice at level 8 or above, he/she will be required to furnish HEI formal transcripts detailing the modules they have successfully completed.

The applicant must demonstrate that they have successfully completed the required number of relevant modules that equates to a formal recognised post-registration qualification at Post Graduate Diploma/Higher Diploma level (QQI), or ECTS Credits equivalent to Post Graduate Diploma level as deemed by the HEI, relevant to the area of specialist clinical practice at level 8 or above. Refer to your local Director NMPD for guidance in relation to assessing individual cases.

In exceptional circumstances where such a course of study relevant to the specialist area has not been developed and is not available, the following guidance should apply:

Where the applicant has achieved a formal recognised post-registration major award in nursing/midwifery practice at level 8 or above, not in the area of specialist practice, the applicant must additionally demonstrate the following:

The applicant must have successfully undertaken formal recognised post-registration clinical education and have acquired a QQI award e.g. certificate, module at level 8 or above relevant to the area of specialist practice – name the area prior to application.

Or

In very exceptional circumstances where a QQI award relevant to the area of specialist practice is not available, the applicant must demonstrate that he/she has successfully undertaken a substantial course/programme relevant to the specialist practice prior to application, which should be either academically accredited or endorsed by a relevant professional association.

And

The applicant must demonstrate relevant and ongoing continuous professional development (CPD).