

JOB DESCRIPTION

Job evaluation ref number:	
Job Title: Diabetes Lay Educator	
Reports to (post title): Team Leader, Nutrition and Dietetics	
Evaluated Banding: Band 3	
Role Purpose: <p>The post holder will become a trained DESMOND Educator and work as part of the education delivery team. Under the direction of the healthcare professional educator and Dietetic Team Leader they will also be responsible for carrying out delegated routine non clinical work associated with the smooth delivery of the Structured Education programmes</p>	
Role Context: <p>To work as part of the Community Dietetic team, under the direction of a registered healthcare professional educator and Dietetic Team Leader, to provide high quality evidence-based diabetes structured education for people with Type 2 Diabetes.</p> <p>The post holder will be expected to work flexibly to meet service requirements. This will involve carrying out promotional activities for DESMOND and other public health events; liaising with a range of agencies and professionals; recording relevant and accurate information and reporting to other team members as appropriate; and completing delegated administrative duties.</p>	
Trust Values	
<p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;">Trust Honesty Respect Compassion Teamwork</p>	
Key Accountabilities	Performance Measures
<p>To deliver the DESMOND Patient Structured Education Programme to groups of up to 20 adults with Type 2 Diabetes and their carers', family or significant others as set out in the programme manual in a consistent co-ordinated manner.</p> <p>To educate patients in a variety of community settings according to local health needs with regards to diabetes structured education.</p> <p>To collect audit data, evaluations and empowerment information from all participating clients as stipulated in the programme and in liaison with administrative staff ensure that this is entered into the</p>	<p>Clients referred in receive an appropriate high quality service.</p> <p>Post holder achieves a maintains DESMOND accreditation.</p> <p>Appropriate outcome measures will be recorded and evaluated.</p>

<p>database for analysis in order to measure and enhance individual and team performance.</p> <p>Assist in the maintenance of contemporaneous records, unambiguous and legible and in keeping with legal and Trust standards for Record Keeping and requirements for the DESMOND Patient Programme.</p> <p>Assist patients in planning and setting of achievable and measurable health goals.</p> <p>With the Registered Professional Educator, support adults with Type 2 diabetes to take responsibility for their health, well-being and future lifestyle through the delivery of the DESMOND Patient Programme. Utilize all available resources taking into account the lifestyle, gender and cultural background.</p>	
Dimensions	
<p>To develop and maintain accreditation to deliver approved structured patient education programmes for self-management of Diabetes in partnership with a registered healthcare professional.</p> <p>The post holder will be responsible for ensuring that accurate work is completed within the time limits, framework and standards set.</p> <p>Manages and prioritises own workload with supervision.</p> <p>Provide cover in the absence of colleagues and where service demands, this may include cover at other sites.</p> <p>To work within the provisions of the Trust Health and Safety Policy.</p>	
Safeguarding	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	
Disclosure and Barring Services	
<p>Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.</p>	
Infection Control	

All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.

Equality and Diversity

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.

Sustainability and Net Zero – Supporting Our Green Plan

The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.

Data Quality Statement

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

Communication

Engage in effective communication with patients, relatives and carers to obtain and provide relevant health information.

Deliver approved structured training in DESMOND in a clear, interesting and engaging manner in conjunction with the Diabetes Educator/Dietitian.

Deliver other patient education sessions as appropriate and identified by team leader.

Be able to provide clinical information in the DESMOND Structured Education programme in a form that can be understood by all using bi-lingual link workers for translation support when required.

Communicate in individual and group settings when required to support the DESMOND Programme.

To enter telephone/face to face contact activity with patients into their records-written and electronic.

Communicate effectively with team members.

Provide support, empathy, reassurance, encouragement, motivation and where appropriate counselling during delivery of the education programme.

Deal with matters of a confidential nature adhering to Trust policy.

Receive incoming telephone calls, forwarding of messages and taking appropriate action by bringing urgent messages to the attention of clinical staff with regards to the DESMOND Structured Education Programme.

Be able to use communication skills effectively in situations which may be sensitive.

Report all accidents, incidents and near misses involving self, patients, staff or visitors according to Trust policy.

Be able to communicate effectively with verbal, non- verbal, electronic and written.

Knowledge, Training and Experience

NVQ Level III – Health and or Social Care or equivalent.

GCSE or equivalent English and Maths.

Experience of working with different groups of individuals.

Working experience of Microsoft Office packages.

Experience of working with computer databases.

Understanding of data protection and maintaining strict confidentiality.

Excellent communication skills, with staff at all levels, patients and outside agencies.

Good organisational skills and the ability to prioritise and work to set timescales.

Ability to work on own initiative.

Team player.

Good Time management skills.

To be flexible in the role to work / cover at other sites to support the demands of the service.

Analytical and Judgement Skills

To interpret biochemical and anthropometric data and utilise this data to support delivery of the DESMOND and other Diabetes Education programmes with support from a registered health professional.

To support people with diabetes during structured education sessions to develop their own action plans to facilitate self-care.

Intercept and take appropriate action from messages received and ensure that all information is transmitted to relevant parties.

Planning and Organisational Skills

Assist with the planning, co-ordination and delivery of Diabetes Education Sessions ensuring the educational space is prepared for the session and free of any potential hazards or problems and reporting any problems.

To have the ability to respond to demanding patient situations as and when they arise.

To prepare for, present and evaluate structured education for people with diabetes.

To exercise good personal time management, punctuality, and consistent reliable attendance.

Physical Skills

To have the ability to use a range of education materials in order to support structured education.

To have competent computer and keyboard skills.

To have the ability to travel to all sites of service delivery in a timely manner.

Ensure all clinical equipment / educational materials used are well maintained, and cleansed as required.

Responsibility for Patient/Client Care

To support the delivery of the DESMOND Patient Structured Education Programme to groups of up to 20 adults with Type 2 Diabetes and their carers, family or significant others as set out in the programme manual in a consistent co-ordinated manner. This will be delivered in conjunction with the Diabetes Educator (Band 5) or a Dietician.

To support the education of patients in a variety of community settings according to local health needs with regards to diabetes structured education, providing non clinical advice.

Assist patients in the process of planning and setting of achievable and measurable health goals.
Assist in the maintenance of contemporaneous records.

Under the guidance of the Registered Professional Educator support adults with Type 2 diabetes to take responsibility for their health, well-being and future lifestyle through the delivery of the DESMOND Patient Programme. Utilize all available resources taking into account the lifestyle, gender and cultural background.

Demonstrate a clear understanding of the DESMOND Patient Structured Education Programme requirements.

Follow procedure for the delivery of the DESMOND Patient Programme as set out in the pack and ensure that the quality in the delivery of the programme is maintained.

Responsibility for Policy/Service Development
<p>Introduce and put into practice new policies and ways of working in own work area.</p> <p>The duties and responsibilities of the post will be undertaken in accordance with the Policies, Procedures, and practices of Nottinghamshire Healthcare NHS Trust. It is the post holder's responsibility to ensure they keep up to date with these policies and other policy documents.</p>
Responsibility for Financial and Physical Resources
<p>The post holder has no budget responsibility.</p> <p>Ensure diabetes educational resources are used efficiently and effectively.</p> <p>Be responsible for all the equipment used to deliver the DESMOND Programme and ensure its timely and complete return to the Diabetes Service.</p>
Responsibility for HR
<p>Complete the DESMOND Trainers course and achieve and maintain accredited educator status, maintain relevant quality assurance reflection portfolio in order to deliver the programme.</p> <p>Participate in the induction and peer support of new staff to the team.</p> <p>To participate in appropriate training courses or updates in accordance with mandatory requirements and/or individual Personal Development plans.</p>
Responsibility for Information Resources
<p>To collect audit data, evaluations and empowerment information from all participating clients as stipulated in the programme and ensure that this is entered into the database for analysis in order to measure and enhance individual and team performance.</p> <p>Arrange collection and appropriate distribution to the patients of the relevant hand-outs for the sessions.</p> <p>Participate in audit or benchmarking as per service requirements.</p> <p>The post holder will comply with trust policies for maintaining patient records and the recording and collecting of patient data.</p> <p>The post holder will have daily use of IT systems such as e mail and Systmone.</p>
Responsibility for Research and Development
<p>To undertake surveys and audits as necessary in own area of work.</p>
Freedom to Act

The post holder has access to support from Team leader, registered Dietitian and accredited educators.

Work is managed rather than supervised.

Physical Effort

There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.

There is a frequent requirement for light physical effort for several short periods during a shift i.e. moving equipment.

Mental Effort

Frequent concentration required for delivery of sessions. Work pattern predictable.

Emotional Effort

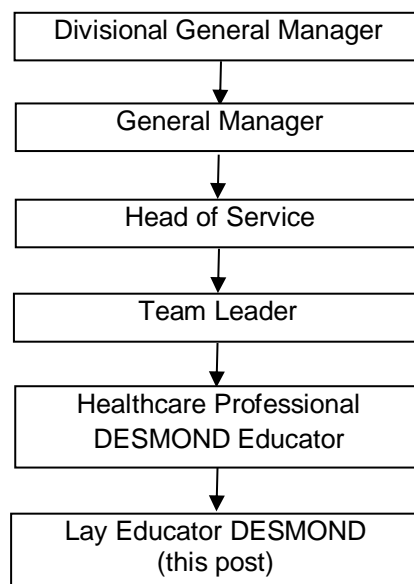
Occasional direct exposure to distressing or emotional circumstance when dealing with service users/carers either face to face or on the telephone.

Working Conditions

Exposure to a VDU is frequent in line with H&S guidelines.

Exposure to verbally abusive language is occasional.

Organisation Chart



Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



Signatures

After reviewing the document, please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

EMPLOYEE SPECIFICATION FOR THE POST OF

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values and Behaviours	<ul style="list-style-type: none"> All colleagues are expected to demonstrate that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values: Trust Honesty Respect Compassion Teamwork All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion (EDI) and how it applies to their role. The Trust's expectations are highlighted within our EDI Policy, and associated EDI and Human Rights legislation 				<p>Application & Interview</p> <p>Application & Interview</p>
Physical Requirements	<ul style="list-style-type: none"> To cope with the demands of the role – this includes the ability to carry equipment around the community; ability to concentrate for long periods of time. Professional approach 				Interview/reference
Qualifications - Academic / Craft / Professional	<ul style="list-style-type: none"> NVQ Level III – Health and or Social Care or equivalent GCSE or equivalent English and Maths 		<ul style="list-style-type: none"> Adult education qualification 		Application & Interview
Training					

Attribute	Essential	Weight	Desirable	Weight	How Identified
Experience	<ul style="list-style-type: none"> • Experience of working with groups • Experience of delivering structured patient education • Experience in a healthcare setting 		<ul style="list-style-type: none"> • Experience of delivering DESMOND courses 		Application & Interview
Knowledge and Skills	<ul style="list-style-type: none"> • Well-developed presentation/education delivery skills • Able to demonstrate effective team working • Good IT skills including proficient in Microsoft Word, email, MS Teams, web browsing and databases • Well-developed written and verbal communication skills • Demonstrates evidence of effective interpersonal skills • Awareness and understanding of confidentiality issues • Flexible, enthusiastic approach to work • Ability to work independently using initiative and organise workload • Non-judgmental approach 		<ul style="list-style-type: none"> • Evidence of continuing professional development in relevant area 		Application & Interview
Contractual Requirements – Unsociable hours	<ul style="list-style-type: none"> • Some flexibility to meet the needs of the post • Some evening/weekend sessions 				Application & Interview
Travelling	<ul style="list-style-type: none"> • To be mobile within the County. A full UK driving license and vehicle for business use is required for this post; however reasonable adjustments will 				Application & Interview

	be made for disabled individuals in line with the Equality Act 2010.				
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PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT