

JOB DESCRIPTION

POST TITLE:	Patient Advocate
POST REFERENCE:	372-FSS349
BAND:	4
ACCOUNTABLE TO:	Lead Diabetes Nurse
RESPONSIBLE TO:	Lead Diabetes Nurse
LINE MANAGEMENT RESPONSIBILITY FOR:	
BASE:	Cross site

1. THE POST

1.1 Post Description

To work in conjunction with the PDSN's in the delivery of high quality patient care to patients and families with diabetes.

2. MAIN TASKS REQUIRED OF THE POST

2.1 Main Tasks

Delivering care and education in an environment chosen by the patient where ever possible. In addition the post holder will co-ordinate and expand upon the expert patient programme working to deliver innovative patient led interventions across Calderdale and Huddersfield

To communicate and liaise effectively with other professionals within the multidisciplinary team.

3. DUTIES AND RESPONSIBILITIES OF THE POST

3.1 Clinical Duties

To work holistically in the support of young people with diabetes and their families as an integral part of the paediatric diabetes team.

To work with the PDSN's in the assessment of ongoing care needs.

To assist in the implementation of care offering support and education as necessary.

To empower and motivate children and young people in the development of practical skills and problem solving strategies to improve self management of their diabetes care needs.

To observe for any deterioration in young people's diabetes management and report these changes to the relevant members of the multidisciplinary diabetes team.

To develop an insight into the psychological impact of diabetes on the young person and their family/carers.

To establish and maintain good effective communication within the multi professional team, young people and their families.

To empathise and act as an advocate for the child young person and their families.

To have an in depth knowledge of all aspects of child development from birth to adolescence.

To facilitate forward planning in the development of parent and young person focus groups.

To assist in the further development of transitional care across the trust.

To be innovative in the development of activity event programmes

To assist in the development of interpersonal skills and knowledge base of young people with diabetes and their families to encourage empowerment and self management in their diabetes care.

To have an awareness of their role within a clinical emergency situation.

To be competent in escalating any clinical concerns to senior staff.

To promote Patient and Public Involvement strategies in the clinical area.

To participate in audit when required ensuring agreed results are implemented if applicable to the team.

3.2 Professional Duties

To be able to work independently within the community as a vital part of the multi disciplinary team.

To act in accordance with trust policies and procedure's in relation to Safe Guarding Children.

To work as part of the diabetes team in assessment planning, implementation and evaluation of patient care.

To develop knowledge and skills in relation to all diabetes equipment and devices; and when necessary highlight any concerns or irregularities to the relevant professional.

To participate in clinical audit, local, Regional and National to provide evidence of improvement in the quality of care standards within the paediatric diabetes service.

- This will be identified by a reduction in the number of young people with an HBA1c greater than 9.0%/58 mmols.

To actively contribute to the development and implementation of the Nice Guidelines for Children's diabetes, The National service Framework for Children and within the Best Practice Tariff.

To keep accurate, concise and legible records within NMC guidelines of professional practice.

To take responsibility for own continuing professional development and performance including identifying own development needs and maintaining own portfolio in accordance with re registration requirements.

The post holder should respect patient confidentiality at all time and not divulge patient information unless sanctioned by the requirements of the role.

To ensure risk assessments are completed and that incidents and near misses are reported.

To work flexibly and as part of a team to maintain an effective service for the department.

To maintain an up to date knowledge of good practice and share with colleagues.

3.3 Managerial Duties

To monitor attendance and support the implementation of Trust policies with support from the Ward Manager.

To attend and participate in meetings as required including providing feedback and disseminating information as appropriate.

3.4 Financial Duties

To demonstrate an awareness of utilising resources effectively and to share ideas with line manager of any cost releasing efficiency savings.

3.5 Managing Self

Participate in regular supervision.

Attend all mandatory training.

Participate annually identifying, developing and agreeing your own development plan with your Line Manager using the Trust Appraisal.

Comply with all Trust policies, procedures and protocols.

Carry out duties with due regard to the Trust's Equal Opportunity Policy.

Seek advice and support from Line Manager whenever necessary.

Maintain professional conduct including appearance at all times.

Ensure maintenance of Professional Registration.

3.6 Undertake all such reasonable other duties as may be required as part of the role.

4. HEALTH AND SAFETY

4.1 Healthcare Associated Infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene including the 'naked below the elbow' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring that adequate resources are available for you to discharge your responsibilities.

4.2 Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should contact your line manager immediately or in their absence your Assistant Divisional Director. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adult's welfare. These individuals can be reached through switchboard during office hours by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

- CHFT Safeguarding Children Policy
- Safeguarding Board Procedures for West Yorkshire (www.calderdale-scb.org.uk or www.kirklees.gov.uk/safeguarding)
- CHFT Safeguarding Adults Policy
- CHFT Procedure for Managing Allegations Against Staff

5. PROBATIONARY PERIODS

All staff new to the Trust are required to undergo a 6 month probationary period (except medical staff and staff on temporary or fixed term contracts for 6 months or less who are subject to separate arrangements).

All existing Trust staff transferring internally to a new post within the Trust are required to undergo a modified probationary period of 3 months.

6. EQUALITY IMPACT

Calderdale and Huddersfield NHS Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and services no individual is discriminated against by reason of their gender, race, disability, age, sexual orientation, religion or religious/philosophical belief or marital status.

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
QUALIFICATIONS	Qualification in child care - minimum diploma level	To have undertaken safeguarding in children training.	Application Form Copies of Qualification Certificates
EXPERIENCE	Minimum of 3 years post qualification experience of working with children and young people		Application Form Interview References
TRAINING	A commitment to ongoing training and development Would be prepared to undertake further training if required		Application Form
SPECIAL KNOWLEDGE / EXPERTISE	A special interest in working with children and young people with diabetes The ability to act as an advocate for the child and family. Ability to understand and apply local and national guidelines. Ability to work independently but also committed to team working. Ability to work with other agencies. To be aware of own limitations.		Application Form Interview
PRACTICAL / INTELLECTUAL SKILLS.	To be able to prioritise and manage own workload Have a positive attitude to change management Good interpersonal and listening skills Excellent IT skills Access to own transport Clean driving licence Ability to motivate self and others Excellent written and verbal communication skills. Excellent IT skills.		Application Form Interview References

	<p>Access to own transport.</p> <p>Clean driving licence.</p>		
PHYSICAL	<p>Must have a positive work ethic.</p> <p>Must adhere to trust absence and sickness protocols.</p> <p>CRB clearance.</p>		<p>References</p> <p>CRB check</p>
GENERAL	<p>Must be eligible to work in the UK.</p> <p>Ability to work in various locations throughout the network of services provided by Calderdale and Huddersfield Foundation Trust.</p>	<p>Have an awareness of all Trust policies and procedures.</p>	<p>Application Form</p> <p>Interview</p>