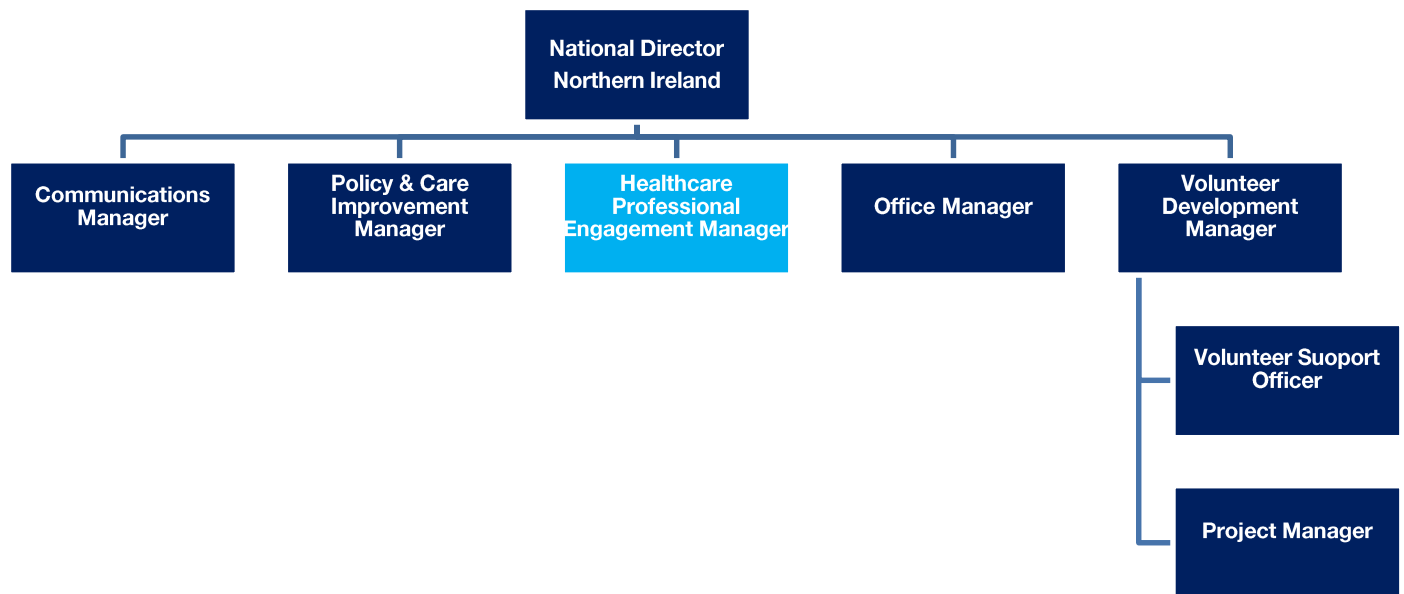


Job Title: Healthcare Professional Engagement Manager – Northern Ireland

DIRECTORATE:	Operations
SECTION:	Northern Ireland
REPORTING TO:	National Director
CONTRACT:	35hrs



WORKING RELATIONSHIPS:

Inside Diabetes UK
Employees: National office staff; Nations & Regions team; User Involvement Team; Healthcare and Policy Team; Shared Practice team; Media Team; Clinical Champions Volunteers; Local Groups
Outside Diabetes UK
Healthcare Professionals, Government policy advisors, civil servants, people living with diabetes; academics, researchers, policy research bodies; other voluntary organisations and partner organisations.

OVERALL PURPOSE OF THE JOB

Working closely with the National Director, Policy & Care Improvement Manager, Volunteer Development Manager and Communications / Public affairs Manager, will be responsible for improving the lives of people with diabetes with particular emphasis on promoting improvements in health care delivery.

The Healthcare Professional Engagement Manager will develop and maintain meaningful and constructive engagement with healthcare professionals in order to progress improvements in diabetes care in Northern Ireland.

The Healthcare Engagement Manager will be responsible for supporting the development of and working with the Diabetes Network its sub groups, volunteers, academics and HCP's to improve outcomes for people living with diabetes in Northern Ireland.

MAIN DUTIES AND RESPONSIBILITIES:

- To promote a full understanding of diabetes and the issues facing those people in Northern Ireland and the wider UK living with or at risk of developing diabetes.
- To monitor the delivery of care to people living with or at risk of diabetes in Northern Ireland and share best practice.
- To develop and maintain effective relationships with healthcare professionals, clinical champions, local statutory organisations such as HSCB, PHA, HSCT's and DoH, actively engaging with them and developing plans to improve diabetes service delivery and care (as agreed with National Director).
- To promote Diabetes UK campaigns in the Northern Ireland linking with the Communications and Public affairs Manager and central diabetes teams to ensure a cross organisational collaborative approach.
- To represent Diabetes UK externally at meetings as agreed with the National Director.
- Act as a media spokesperson regarding Diabetes UK campaigns and current healthcare activity, alongside the National Director
- To identify and promote best practice in diabetes care and share this as appropriate.
- To be involved in the recruitment and training and to provide support and ongoing management, to volunteers who represent Diabetes UK.
- To provide advice on approaches to empowerment of people living with or at risk of diabetes e.g. structured education programmes.
- To support and lead on specific care improvement activities of the Diabetes Network as agreed with the National director and engage with a variety of stakeholders foster successful change.
- To monitor and evaluate progress of the implementation of the Diabetes Strategic plan in conjunction with the National Director and develop effective relationships that promote the role of Diabetes UK in Northern Ireland.
- To keep sight of the policy context and future direction of diabetes care and feedback intelligence to the National Director and Central teams on a regular basis (through structured processes and mechanisms).
- To input into the education and development of health care professionals about diabetes and contribute to the strategic direction of how their education should evolve.
- To engage with local researchers to guide and support development of the diabetes research that meets the needs of people living with diabetes through engaging and supporting volunteers in the research partnership group.
- To lead in the planning and organising of the national diabetes health care professional conference, in conjunction with the conference steering committee under the direction of the National Director.
- To be responsible for the care input into the development of nation specific information for people living with diabetes and health care professionals.

- To undertake any other duties as required by the National Director to enable the full functioning of the national team and to support organisational objectives, including accompanying the National Director to Diabetes network meetings; standing in on occasion for the National Director at other meetings, and supporting the rest of the team with the delivery of projects not necessarily within the direct remit of this role as and when necessary.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate excellent communication and presentation skills
- Present complex information in a form appropriate to the audience
- Build effective relationships and motivate others
- Demonstrate effective team working skills
- Focus on results and impact
- Manage and develop relationships with key national stakeholders e.g. HCP's, HSCB, PHA, NHS and other national agencies
- Analyse and interpret policy direction of diabetes care provision in the nation
- Influence other HCP's to instigate best practice initiatives to improve diabetes care
- Manage projects and deliver quality outcomes within budget

The best person for this job will have experience in:

- Proven experience of working in a healthcare environment
- Proven experience of working within diabetes
- Robust knowledge of the Northern Ireland healthcare system
- Negotiation and persuasion
- Working with volunteers or service user representatives
- Computer skills including Outlook, Word, PowerPoint & databases.
- Knowledge of the voluntary or charity sector
- Sound knowledge of diabetes
- Knowledge of current health policy

The best person for this job will be:

- A registered health care professional
- Educated to degree level or equivalent
- Credible and have gravitas
- Self-motivated and able to plan and manage their own workload
- Willing to work flexible hours, including some evenings and weekends
- Willing to travel extensively across the Northern Ireland and occasionally to England, Scotland or Wales
- Clean UK/Irish driving license and access to car for work purposes.