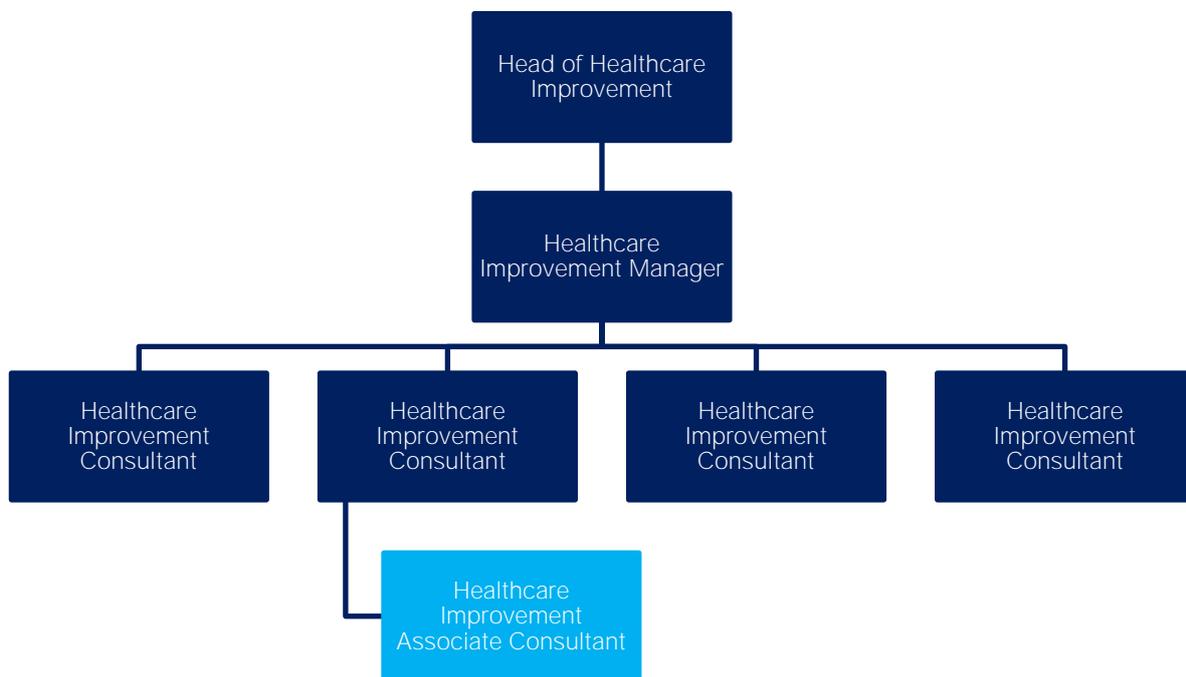


## Healthcare Improvement Associate Consultant

<b>DIRECTORATE:</b>	Policy, Campaigns and Improvement
<b>SECTION:</b>	Healthcare Improvement
<b>REPORTING TO:</b>	Zarina Sigantoria, Healthcare Improvement Consultant
<b>CONTRACT:</b>	Temporary - 7 months



### WORKING RELATIONSHIPS

<b>Inside Diabetes UK</b>
National, regional, policy, campaigns and mobilisation, fundraising, finance, content and brand, digital and communications teams.
<b>Outside Diabetes UK</b>
People living with diabetes, families and carers, professionals (including healthcare professionals and those working in non-clinical roles eg quality improvement leads, service managers, network managers), NHS England, sustainability and transformation partnerships, clinical commissioning groups, clinical networks, Public Health England, NHS Trusts, NHS organisations in Scotland, Wales and Northern Ireland, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, industry specialists, funders (corporate, statutory, major donors), academics, evaluators and researchers.

## OVERALL PURPOSE OF THE JOB

Diabetes affects more than 4.5 million people in the UK. That's more than any other serious health condition in the UK. More than dementia and cancer combined.

The number of people living with diabetes is rising fast. Every day, around 700 people are diagnosed with diabetes. That's one person every two minutes. Every week, diabetes leads to over 460 early deaths, over 160 lower limb amputations and over 1,850 people experiencing heart attacks or heart failure.

We have made progress in improving the quality and standards of diabetes care in recent years. But much more needs to be done. We have to take action now.

In January 2019, Diabetes UK launched its new Healthcare Improvement team as part of our commitment to transform diabetes care. The goal of the team is to help the NHS across the UK unlock its potential for improvement. We do this by combining our deep knowledge of what works when driving change on the ground with practical support to improve diabetes care delivered through our sector-leading improvement programmes (such as our [leadership programmes](#) and [ChangeLabs](#)).

As a Healthcare Improvement Associate Consultant you will:

- Improve outcomes in diabetes care by supporting the delivery of high-impact improvement programmes that build the improvement capacity and skills of individuals, teams, organisations and whole systems in the NHS.
- Provide high quality support to participants in our portfolio of improvement programmes, building rapport and trust with them through all stages of their journey with Diabetes UK, enabling them to contribute to sustainable changes and outcomes.
- Curate a growing collection of compelling content, practical resources and tools for a variety of audiences, to support our healthcare improvement programmes and lead on the promotion and communications of our portfolio of work.

## MAIN DUTIES AND RESPONSIBILITIES

- Work closely with the Healthcare Improvement Manager and Healthcare Improvement Consultants to support with delivery of our portfolio of programmes, working flexibly and adaptively as needed.
- Work closely with our central, regional and national offices and other organisations to support the planning and preparation of healthcare improvement programmes.
- Co-ordinate planning and logistics for delivery of healthcare improvement programmes e.g. organisation of dates, attendance, venues and resources.
- Promote the healthcare improvement programmes, making use of a range of channels to reach different audiences e.g. social media and other digital platforms.

- Curate a collection of compelling content, practical resources and tools for a variety of audiences, to support our healthcare improvement programmes e.g. case studies, videos, top tips, webpages, blogs etc.
- Develop and administer robust application and recruitment processes to help involve the right people in the healthcare improvement programmes.
- Provide support for people with diabetes, their families and carers to be meaningfully engaged in our programmes, including people from diverse backgrounds (for example BAME communities, socio-economic deprived groups).
- Gather and collate feedback and support with evaluation to help evidence what impact the programmes are having on improving diabetes care.
- Participate in internal and external meetings as part of the Healthcare Improvement Team.
- Support with facilitation using different methodologies to support those working to improve diabetes care (for example design thinking, action learning, reflective practice, coaching, peer support, Theory U etc.).
- Work with other teams across Diabetes UK to facilitate spread and adoption of the good practice and promising ideas that emerge from our programmes of work.
- Contribute to the wider work of the Healthcare Improvement team, helping to shape a culture of continuous learning and improvement.
- Undertake any other duties or tasks as reasonably directed.

## PERSON SPECIFICATION

### The best person for this job will be able to:

- Bring energy to the work, providing high quality programme support to deliver the aims and objectives of the healthcare improvement programmes.
- Work across boundaries, finding pragmatic and practical steps to take in the face of complexity and ambiguity.
- Develop relationships, resources and ways of working to support the smooth running of the healthcare improvement programmes.
- Coordinate courses, events and workshops to inspire creativity and collaboration.
- Engage with a wide range of audiences internally and externally using effective communication skills.
- Make informed decisions and take accountability for their impact.
- Demonstrate excellent organisational, prioritisation and communication skills.
- Support multiple programmes simultaneously with competing priorities.
- Comfortably manage multiple deadlines and activities.

### The best person for this job will have experience in:

- Engaging and working with professionals in the NHS at all levels, with good working knowledge of the structure of the NHS.
- Developing practical, plain English resources and tools for a range of purposes.
- Working on a variety of programmes and projects simultaneously to tight deadlines
- Supporting the design and delivery of complex programmes, desirably health improvement programmes
- Engaging with a range of participants with a diversity of experience, background and perspective, including those with lived experience of health conditions.
- Understanding the opportunities and challenges facing professionals when improving healthcare.
- Involving people living with health conditions, families and carers in healthcare improvement.
- Working in the third sector and/or in the NHS.

The best person for this job will be:

- Passionate about improving healthcare services.
- Deeply committed to personal and professional development.
- Able to support a range of competing priorities across a portfolio of programmes of work.
- Co-operative and a supportive team player with strong interpersonal communication skills
- Able to demonstrate excellent communication skills (oral and written)
- Experimental by nature.
- Of sound judgement and decision making ability
- Educated to degree level or equivalent by experience (a degree in a health related field or discipline is desirable).
- Willing to work outside of normal office hours and on weekends (minimum of five occasions per year) and to travel extensively throughout the UK.