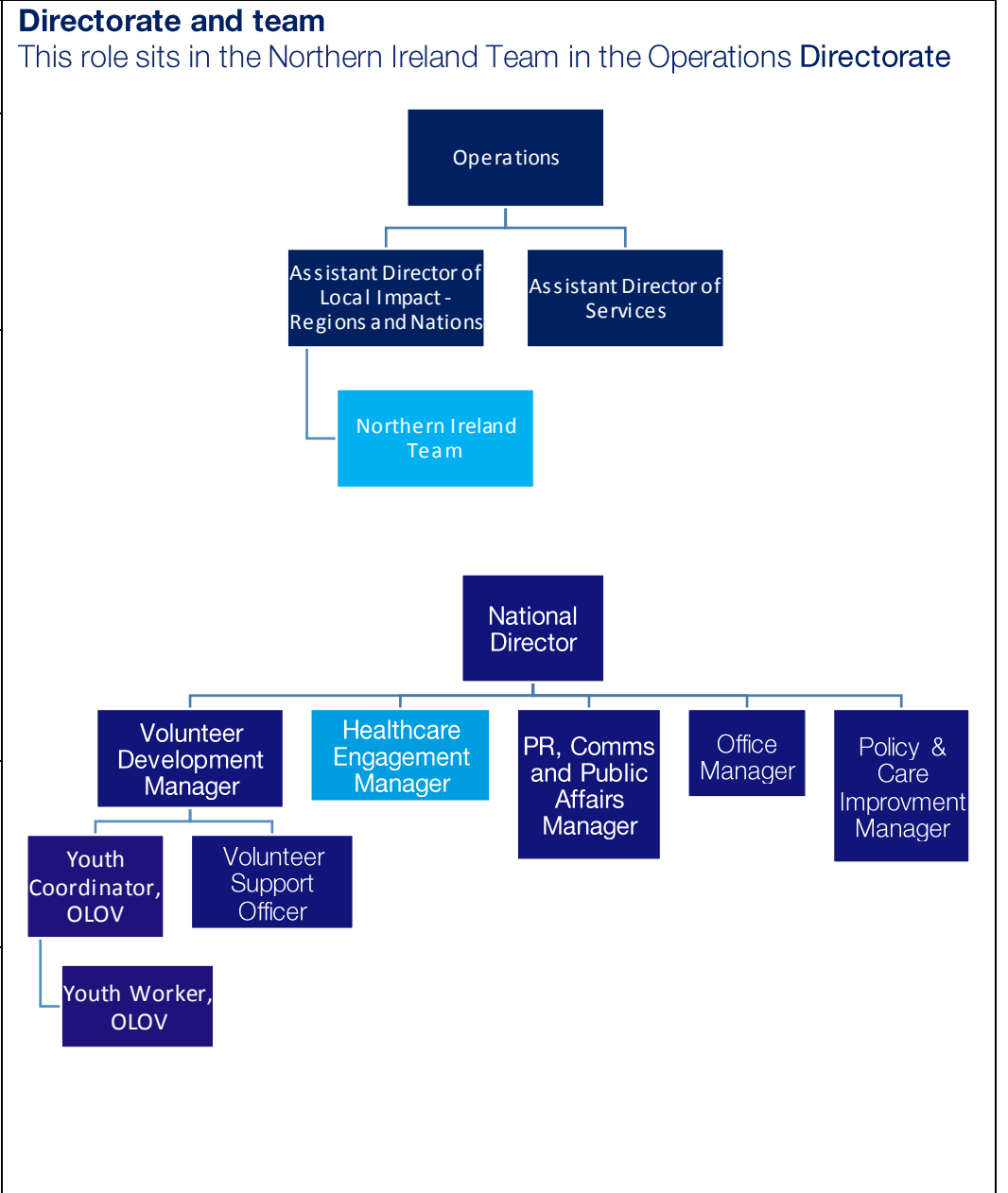


<p>Job Title Healthcare Engagement Manager</p>
<p>Key focus of the role Working closely with the National Director, the Healthcare Engagement Manager will be responsible for improving the lives of people with diabetes with particular emphasis on promoting improvements in diabetes prevention and care.</p>
<p>Key deliverables</p> <ul style="list-style-type: none"> Develop and maintain effective relationships with healthcare professionals and the health service and support and influence them to make improvements in diabetes services and care. Engage with healthcare professionals, and their networks, to understand and respond to their support and development needs. Work with health care professionals, the Diabetes Network and people living with diabetes on the design and delivery of better diabetes services. Monitor delivery of diabetes care and outcomes and use this information to drive improvement.
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: Full time (35 hours) Pay range: Band: 5
<p>Key working relationships internal Northern Ireland team; other Regional & National teams; colleagues from across Policy, Campaigns & Improvement Directorate.</p> <p>Key working relationships external Health service; Diabetes Network; Health Care Professionals; people living with diabetes.</p>



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Building external relationships	Communicating with others	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Develop and maintain effective relationships with healthcare professionals and the health service to support and influence them to make improvements in diabetes services and care. 2. Develop and maintain effective relationships with a range of organisations and groups, including statutory, voluntary and community organisations, researchers, and academics, in support of improving diabetes prevention and care. 	<ol style="list-style-type: none"> 3. Represent Diabetes UK externally in a range of settings, including at Diabetes Network meetings, and appropriately adapt information for the relevant audience. 4. Work with PR, Comms and Public Affairs Manager to ensure all comms are accurate, informed by lived experience, and promote understanding of the condition and the issues faced by people living with it. 5. Work with the NI team to coordinate events which empower people to live well, manage their diabetes or reduce their risk of developing the condition (S). 	<ol style="list-style-type: none"> 6. Work with the Policy & Care Improvement Manager to ensure a seamless approach to influencing improvements in diabetes services and care. 7. Work with colleagues through the Diabetes Network NI on the design and delivery of better diabetes services (S). 8. Work collaboratively with the Healthcare Improvement Team and other teams across diabetes UK to support improvements in diabetes care. 9. Work with HCPs to identify support and development needs, signpost to existing DUK resources and opportunities, and coordinate events or responses locally where appropriate (S). 	<ol style="list-style-type: none"> 10. Work with the National Director and NI team to ensure meaningful processes are in place which support and empower people to contribute to all aspects of the Diabetes UK NI plan. 11. Support, encourage and mobilise people with diabetes in influencing and campaigning for better care and services. 12. Monitor and evaluate progress in the implementation of the Diabetes Strategic Framework, and lead on identifying solutions where gaps or barriers to implementation are identified. 13. Gather insight from HCPs to understand issues, trends and pressures within the health service, and work with colleagues to identify or create solutions and support (S).

Skills, knowledge and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold** and marked with **(S)** only. We will use these elements for shortlisting purposes.

Making change happen	Setting & delivering strategy and objectives	Building external relationships	Managing and developing self
<p>1. Demonstrate experience of making change happen through influencing and/or campaigning, preferably in a healthcare situation (S).</p> <p>2. Use negotiation and persuasion skills in making change happen.</p> <p>3. Be able to apply the skills of quality improvement to drive forward positive change for people living with diabetes.</p> <p>4. Experience of implementing support and development plans based on engagement and needs assessment (S).</p>	<p>5. Experience of planning and delivering care or service improvement.</p> <p>6. Work independently, once objectives are agreed with the National Director, to ensure plans to improve service delivery and care are implemented to a high standard and adapting plans as appropriate to meet evolving circumstances.</p> <p>7. Experience of working collaboratively to ensure the development and delivery of strategic objectives.</p> <p>8. Demonstrate ability to think critically and be solution focused.</p>	<p>9. Experience of building and maintaining professional relationships.</p> <p>10. Experience of working effectively with people at different levels within an organisation and from diverse backgrounds.</p> <p>11. Experience of facilitating training and development activities (desirable).</p> <p>12. Experience of facilitating co-production and meaningful engagement with service users or volunteers (desirable).</p>	<p>13. Demonstrate understanding of and experience of working in, or with, health service systems or in other large, complex environments (S).</p> <p>14. Show an understanding of Diabetes and how it can impact quality of life and wellbeing</p> <p>15. Be able to manage own time effectively whilst working flexible hours, including some weekends and evenings.</p> <p>16. Demonstrate a proactive approach to identifying what needs to be done and making this happen.</p>

Qualifications – Qualifications you need to carry out this role

Have a clean driving license and access to a car for work purposes. (Desirable)