

<p><b>Job Title</b> Improving Care Manager – South West</p>	<p><b>Directorate and team</b> This role sits in the <a href="#">South West regional team</a> of the <a href="#">Regions and Nation team</a> in the Operations Directorate</p>
<p><b>Key focus of the role</b> Working closely with the Regional Head the Improving Care Manager will be responsible for improving the lives of people with diabetes, with particular emphasis on promoting improvements in health care delivery, diabetes prevention and care within the NHS and other organisations.</p>	<pre> graph TD     Ops[Operations] --&gt; ADL[Assistant Director of Local Impact - Regions &amp; Nations]     Ops --&gt; ADS[Assitant Director of Services]     ADL --- SWR[South West Region]     </pre>
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>Develop and maintain constructive and effective relationships with NHS and other organisations, actively engaging them to improve diabetes service delivery &amp; care.</li> <li>Monitor delivery of diabetes care and promote Diabetes UK campaigns in the region.</li> <li>Represent Diabetes UK externally and act as a media spokesperson regarding campaigns and engagement activity.</li> <li>Work with volunteers and people with diabetes to support the aims of improving diabetes care and service delivery.</li> </ul>	<p><b>Job and Reporting Line</b></p>
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>Contract type: Permanent</li> <li>Hours: Full time (35 hours)</li> <li>Pay range Band: 5</li> </ul>	<pre> graph TD     RH[Regional Head] --&gt; VOM[Volunteering and Outreach Manager]     RH --&gt; ICM[Improving Care Manager]     RH --&gt; RCO[Regional Communications Officer]     RH --&gt; RSO[Regional Support Officer]     RH --&gt; ECO[Engaging Communications Officer]     VOM --- VSO[Volunteer Support Officer]     </pre>
<p><b>Key working relationships internal</b> Regional team; other Regional &amp; National teams; colleagues from across Policy, Campaigns &amp; Improvement Directorate; Volunteers.</p>	
<p><b>Key working relationships external</b> NHS bodies; 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
<p>1. Develop and maintain effective relationships with NHS organisations and healthcare professionals and influence them to make improvements in diabetes services and care. <b>(S)</b></p> <p>2. Develop and maintain effective relationships with other organisations and groups, in support of improving diabetes care, for example, Public Health, private companies, community groups, as appropriate. <b>(S)</b></p> <p>3. Support, encourage and mobilise people with diabetes and volunteers in influencing and campaigning for better care and services. <b>(S)</b></p>	<p>4. Represent Diabetes UK externally, including at NHS meetings and appropriately adapt information for the relevant setting.</p> <p>5. Act as a media spokesperson for the localities responsible for, regarding Diabetes UK campaigns and NHS engagement activity.</p> <p>6. Engage views of people with diabetes, communicating often complex issues to engage support. <b>(S)</b></p> <p>7. Feedback intelligence regularly to Regional Head and other teams to enable effective planning and monitoring.</p>	<p>8. To work in partnership with local healthcare providers to develop and implement service delivery improvement plans for localities for which agreed responsibility has been given, working towards improving standards of care for people with diabetes. <b>(S)</b></p> <p>9. Develop, deliver and manage activities, events and projects that support the achievement of our key strategic outcomes and drivers. <b>(S)</b></p>	<p>10. Identify and promote best practice in diabetes care and share this as appropriate.</p> <p>11. Monitor and evaluate the delivery of care to Diabetes UK standards and take remedial action, and adapt plans, where required. To include the analysis of current evidence to discern and prioritise areas that are under performing. <b>(S)</b></p> <p>12. To work collaboratively with teams across the organisation to support improvements in diabetes care.</p>

**Skills, knowledge, experience 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
<ol style="list-style-type: none"> <li>1. Demonstrate experience of making change happen through influencing and/or campaigning, preferably in a healthcare situation. <b>(S)</b></li> <li>2. Use negotiation and persuasion in making change happen.</li> <li>3. Demonstrate ability to think critically and be solution focused, in order to drive through positive changes for people with diabetes.</li> </ol>	<ol style="list-style-type: none"> <li>4. Work independently, once objectives agreed with manager, to ensure plans to improve service delivery and care are implemented to a high standard, and adapting plans as appropriate to meet evolving circumstances.</li> <li>5. Take a proactive approach to identifying what needs to be done and making this happen. <b>(S)</b></li> <li>6. Strong project and event management experience, including experience of managing multiple, complex projects. <b>(S)</b></li> </ol>	<ol style="list-style-type: none"> <li>7. Experience of building and maintaining professional relationships.</li> <li>8. Experience of working with volunteers or service users</li> <li>9. Experience of working <b>(S)</b> effectively with people at different levels within an organisation and from diverse backgrounds. <b>(S)</b></li> </ol>	<ol style="list-style-type: none"> <li>10. Demonstrate understanding of and experience of working in, or with, NHS systems or in other large, complex environments.</li> <li>11. Show knowledge of diabetes or other long-term conditions and how this learning will develop further.</li> <li>12. Able to manage own time effectively whilst working flexible hours, including some weekends and evenings.</li> <li>13. Willing to travel extensively across the region and willing to travel to Central Office in London and other regional and national offices as required for meetings.</li> </ol>

**Qualifications – Qualifications you need to carry out this role**

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

