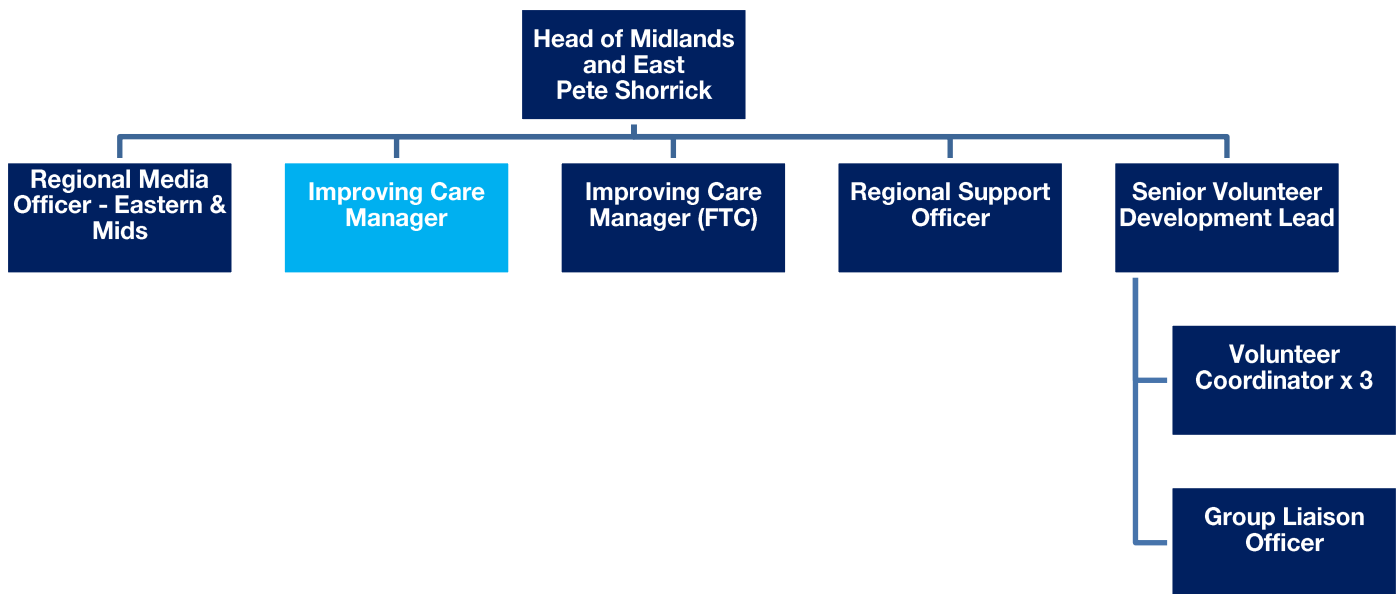


Job Title: Improving Care Manager – Midlands

DIRECTORATE:	Operations
SECTION:	Midlands
REPORTING TO:	Head of Midlands and East
CONTRACT:	35hrs



WORKING RELATIONSHIPS:

Inside Diabetes UK
<p>Employees: Regional office staff; Nations & Regions team; User Involvement Team; Healthcare and Policy Team; Shared Practice team; Media Team Volunteers: Service Champions; Diabetes Voices; Local Groups</p>
Outside Diabetes UK
<p>Regional NHS organisations (including but not limited to: Clinical Commissioning Groups, Diabetes Networks & Local Implementation Groups, Health & Wellbeing Boards, Strategic Clinical Networks); healthcare professionals; people living with diabetes.</p>

OVERALL PURPOSE OF THE JOB

Working closely with the Head of Midlands & East, 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.

The Improving Care Manager will develop and maintain meaningful and constructive engagement with NHS organisations in order to progress improvements in diabetes care in the region.

The Improving Care Manager will be responsible for supporting the development of and working with volunteers, to support the regional aims of improving diabetes service delivery.

MAIN DUTIES AND RESPONSIBILITIES:

- To develop a full understanding of diabetes and the issues facing those people in the region living with Type 1 and Type 2 diabetes or at risk of developing Type 2 diabetes.
- To promote and monitor the delivery of care to Diabetes UK standards throughout the region.
- To develop and maintain effective relationships with NHS organisations, particularly Clinical Commissioning Groups, Clinical Networks, Local Area teams, Public Health and Health and Wellbeing Boards, actively engaging with them and developing plans to improve diabetes service delivery and care (as directed by Regional Manager).
- To promote Diabetes UK campaigns in the region in the areas for which you are responsible.
- To represent Diabetes UK externally and act as a media spokesperson for the localities for which you are responsible regarding Diabetes UK campaigns and NHS engagement activity, alongside Head of Midlands & East.
- 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 with the NHS. In particular, to provide support to influencing volunteers in the region.
- To be involved in the recruitment, training and support of local influencing volunteers, encouraging, supporting and mobilising them to campaign at a local and regional level.
- To provide support to people acting as user representatives with the NHS.
- To monitor and evaluate progress in developing effective relationships and feedback intelligence to the Regional Head and Central teams on a regular basis (through structured processes and mechanisms).
- To undertake any other duties as required by the Head of Midlands & East to enable the full functioning of the regional team and to support organisational objectives, including accompanying the Regional Head to clinical networks meetings; standing in on occasion for the Regional Head at other meetings in the Midlands region, and supporting the rest of the regional team with the delivery of Midlands wide regional projects not necessarily within the direct remit of this role as and when necessary.
- To work with staff in the Policy & Care Improvement and Communications Directorates to implement and monitor campaigns and influencing plans.

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

The best person for this job will have experience in:

- Proven experience of working in an influencing or campaigning role
- Proven experience in change management systems delivered at a local or regional level
- Working in an NHS environment or in complex large organisations
- Negotiation and persuasion
- Working with volunteers or service user representatives
- Computer skills including Outlook, Word, PowerPoint & databases.
- Knowledge of the voluntary or charity sector
- Knowledge of diabetes or other long term conditions.
- Knowledge of current health policy
- Knowledge of media landscape
- Experience of working remotely.

The best person for this job will be:

- 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 Midlands with regular travel to the Wolverhampton Office and London.
- Clean UK driving license and access to car for work purposes.