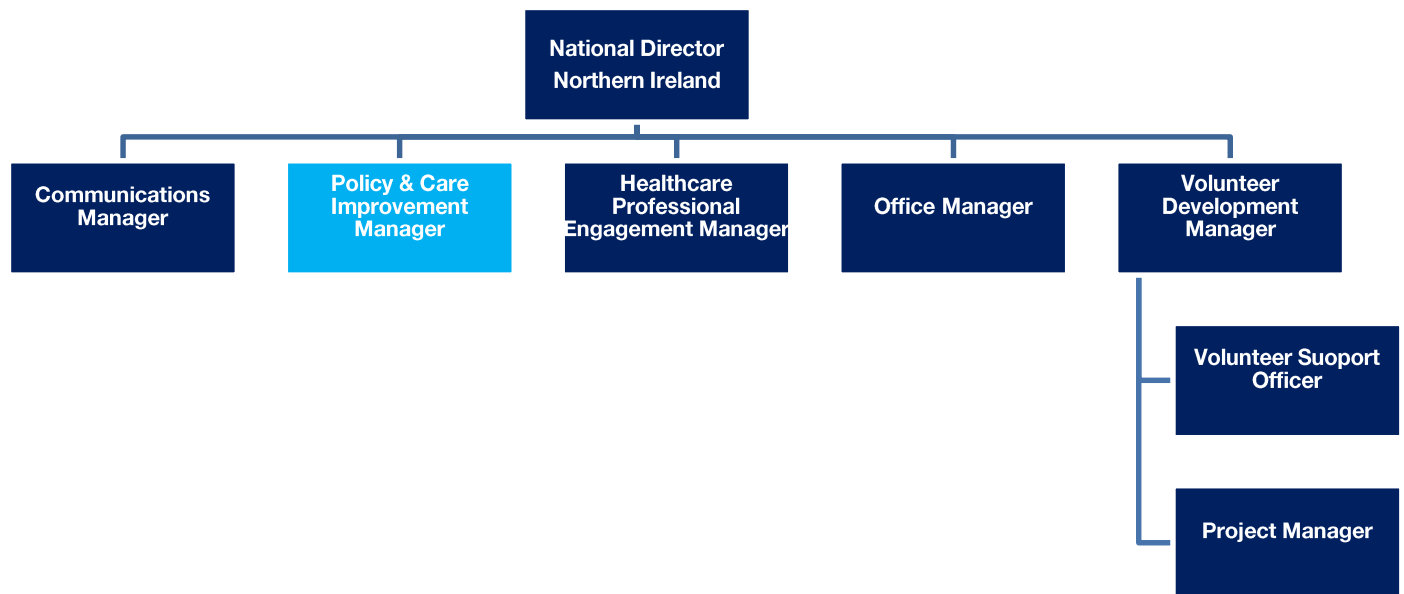


Job Title: Policy & Care Improvement Manager – Northern Ireland

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



WORKING RELATIONSHIPS:

Inside Diabetes UK
<p>Employees: National 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>Assembly Members, Northern Ireland Westminster MPs and Peers, Government policy advisors, civil servants, healthcare professionals; people living with diabetes; policy research bodies; other voluntary organisations and partner organisations.</p>

OVERALL PURPOSE OF THE JOB

Working closely with the National Director, Healthcare Engagement 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 Policy & Care Improvement Manager will develop and maintain meaningful and constructive engagement with healthcare organisations in order to progress improvements in diabetes care in Northern Ireland.

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

MAIN DUTIES AND RESPONSIBILITIES:

- To develop a full understanding of diabetes and the issues facing those people in Northern Ireland and the wider UK 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 Northern Ireland.
- To develop and maintain effective relationships with healthcare organisations, particularly 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 healthcare engagement 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. In particular, to provide support to influencing volunteers in the Nation.
- To be involved in the recruitment, training and support of local influencing volunteers, encouraging, supporting and mobilising them to campaign at a local and National level.
- To support and lead on care improvement activities of the Diabetes Network engaging 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 work with staff in the Policy & Care Improvement and Communications Directorates to implement and monitor campaigns and influencing plans.
- 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
- Analyse and develop policy positions for the charity and influence the policy development process of external agencies such as the NHS, Northern Ireland Government etc,
- Produce policy documents, briefings and content for other Diabetes UK material of a policy nature
- Produce well written policy documents, briefings and content for National Director, publications such as our State of the Nation, Annual and campaign reports and materials
- Manage and develop relationships with key national stakeholders e.g. parliament, government, HSCB, PHA, NHS and other national agencies, management of cross party group activity etc
- Communicate, through verbal and/or written means, the messages and policy positions of the charity
- Analyse and interpret data from national data sets to produce meaningful reports
- Develop and manage contracts to design data and evaluation collation, produce meaningful visual representations of data for our audiences [infographics, charts, graphs etc]

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 national level
- Working in a healthcare 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 Northern Ireland and occasionally to England, Scotland or Wales
- Clean UK/Irish driving license and access to car for work purposes.