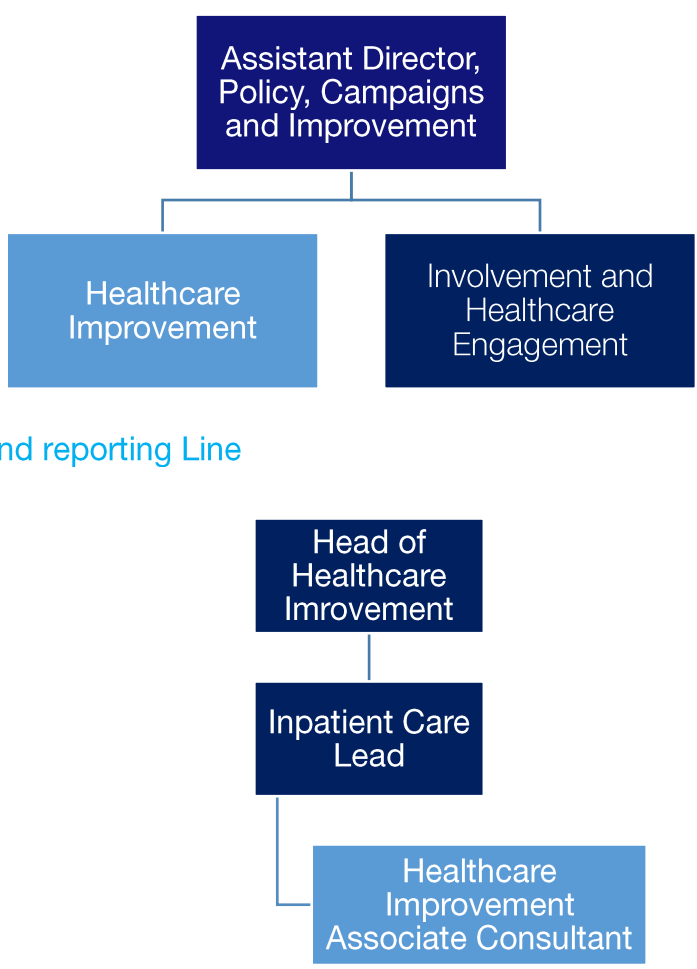


<p><b>Job Title</b> Healthcare Improvement Associate Consultant</p>	<p><b>Directorate and team</b> This role sits in the Healthcare Improvement Team in the Policy, Campaigns, and Improvement directorate.</p>  <pre> graph TD     AD[Assistant Director, Policy, Campaigns and Improvement] --&gt; HI[Healthcare Improvement]     AD --&gt; IHE[Involvement and Healthcare Engagement]     HI --&gt; HHI[Head of Healthcare Improvement]     HHI --&gt; ICL[Inpatient Care Lead]     ICL --&gt; HICA[Healthcare Improvement Associate Consultant]         </pre> <p><b>Job and reporting Line</b></p>
<p><b>Key focus of the role</b> We have made good progress in improving the quality and standards of diabetes care in recent years. But much more needs to be done. As a Healthcare Improvement Associate Consultant in our Healthcare Improvement team, you'll play a vital role in helping the NHS across the UK unlock its potential for improving diabetes care. You will play an important role in supporting our work to improve inpatient diabetes care and facilitate other improvement activities across the team.</p>	
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>Support and coordinate existing and new projects within the healthcare improvement team.</li> <li>Coordinate and gather insight on the needs of people with diabetes, and healthcare professionals, to inform system improvement activities.</li> <li>Create content and manage a variety of communication activities which support system improvement.</li> </ul>	
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>Contract type: 12 month Fixed Term Contract</li> <li>Hours: Full time (35 hours)</li> <li>Pay range: Band: 6</li> </ul>	
<p><b>Key working relationships internal</b> Healthcare Improvement team, Policy Team, Assistant Director of Policy, Campaigns and Improvement, Care Team, Involvement and Healthcare Engagement Team, Regional and National colleagues.</p>	
<p><b>Key working relationships external</b> This role will work with a diverse group of partners but will need to work closely with people with and affected by diabetes, professionals (including healthcare professionals and those working in non-clinical roles), NHS organisations, professional bodies and interest groups, royal colleges, and academics.</p>	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

### Key activities – What you need to do

Improving Delivery	Making Change Happen	Communicating with others	Collaborating with colleagues
<ol style="list-style-type: none"> <li>1. Coordinate the gathering of insights about emerging and unmet areas of need in healthcare improvement.</li> <li>2. Provide high quality programme support to deliver outcomes across our portfolio of healthcare improvement programmes.</li> <li>3. Work in partnership with people living with, and effected by, diabetes.</li> </ol>	<ol style="list-style-type: none"> <li>4. Support the delivery of new and existing improvement projects.</li> <li>5. Work across boundaries, finding pragmatic and practical steps to take in the face of complexity.</li> <li>6. Coordinate events and workshops which inspire creativity and collaboration.</li> </ol>	<ol style="list-style-type: none"> <li>7. Engage with a wide range of audiences internally and externally using effective communication skills.</li> <li>8. Level up our online content and engagement to support system improvement.</li> </ol>	<ol style="list-style-type: none"> <li>9. Proactively involve teams in the delivery of our work and action opportunities for joined up working.</li> <li>10. Increase organisational buy in and knowledge of our healthcare improvement portfolio.</li> </ol>

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

Improving Delivery	Making Change Happen	Communicating with others	Collaborating with colleagues
<ol style="list-style-type: none"> <li>1. Demonstrate your existing knowledge of health systems, develop new expertise, and think creatively about healthcare improvement.</li> <li>2. Seek out new methods of capturing insight and measuring impact and apply them to our programmes of work.</li> <li>3. Use your existing knowledge of involvement to champion genuine and active collaboration between our programmes of work and people living with and effected by diabetes.</li> </ol>	<ol style="list-style-type: none"> <li>4. Apply your skills in project management to successfully coordinate activities against agreed upon timeframes and outcomes.</li> <li>5. Engage with a range of stakeholders; championing diversity and actively addressing inequalities.</li> <li>6. Apply your skills in facilitation, develop new tools, and measure the impact of event and workshops.</li> </ol>	<ol style="list-style-type: none"> <li>7. Develop useful, plain English resources and tools for a range of purposes and audiences.</li> <li>8. Identify engagement opportunities and develop new professional networks.</li> <li>9. Represent and advertise our portfolio of work at external events and meetings.</li> <li>10. Compellingly communicate our work to new partners, and administer existing partnerships.</li> </ol>	<ol style="list-style-type: none"> <li>11. Develop internal communications resources and lead on internal engagement.</li> <li>12. Develop a working understanding of the functions of other directorates and identify opportunities for collaboration.</li> </ol>

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

N/A