

ENGAGING COMMUNITIES OFFICER – MIDLANDS & EAST OF ENGLAND



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
DIABETES UK

DIABETES UK
HEALTHY LIVING. FIGHT DIABETES.

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Engaging Communities Officer – Midlands & East of England

Contract type: Permanent

Hours: Full time (35 hours)

Band: 6

Key relationships (internal and external):

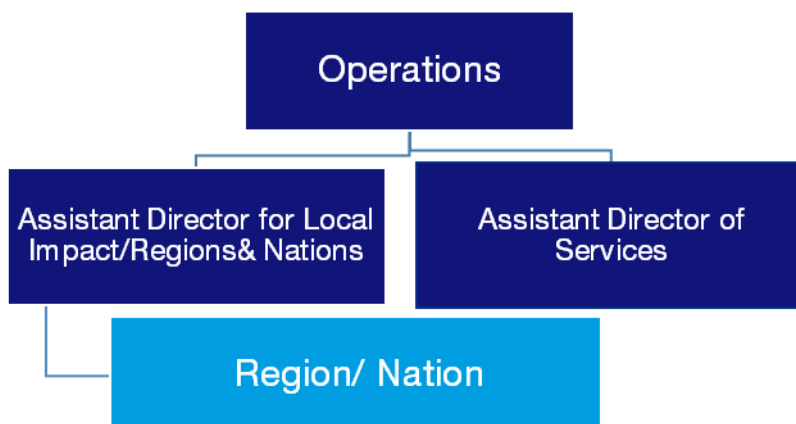
Internal – Regional Teams; Volunteers; Engaging Communities and Volunteering Team; other Involvement and Tackling Inequalities teams as needed.

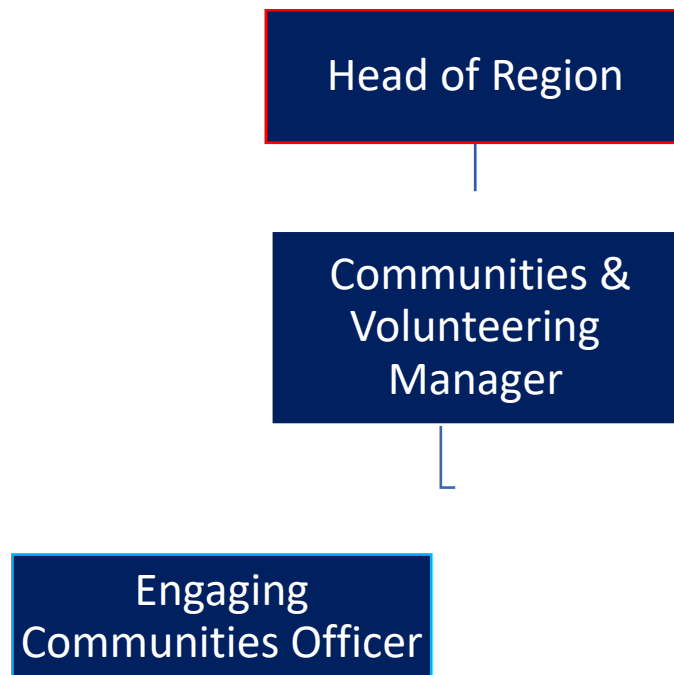
External – People living with and at risk of diabetes; Voluntary, Community and Faith Organisations; NHS organisations and Local Authorities.

Directorate and team

This role sits in the [Midlands & East of England](#) in the [Services, Communities and Improvement](#) directorate.

Department





Main responsibilities

- This role is about engaging and building sustainable links with ethnically diverse and deprived communities to tackle the inequality that can exist in diabetes care and support.
- You will work with the wider team to ensure these communities are at the forefront of all our work.
- The role will help increase the diversity of our team of volunteers and requires engagement with a wide variety of organisations, community groups and faith organisations.
- The role has a remit across the region but with a focus on identified team priority localities, as well as supporting our overall organisational goals to reduce inequalities faced by diverse communities.

Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

- Undertake outreach and engagement with Diabetes UK priority audiences, sharing knowledge, insight and connections with the regional team and wider organisation.

This includes those from communities experiencing poverty and those from Black and South Asian communities.

- Gather, share and use data and insight to identify the best opportunities for engagement and collaboration, and initiate and maintain effective relationships and engagement activity in priority areas.
- Work closely with communities, partners and colleagues across Diabetes UK to understand the experience of people living with and at risk of diabetes, using knowledge and insight to develop and deliver practical actions.
- Support regional Health Systems Engagement colleagues to engage, understand and advocate for diverse communities in our work with NHS and other providers.
- Support recruitment, training and retention of volunteers, including Community Champions, to support our work to tackle inequality in health outcomes.
- Develop effective working relationships with people and organisations from communities to act as ambassadors, media spokespeople and case studies.
- Work with colleagues across Diabetes UK to ensure robust systems are in place to manage volunteer records and community insights. Create reports as needed to capture learning and demonstrate and measure the impact of our work.

You will have experience in:

- Experience of coordinating community health initiatives using appropriate project management techniques.
- Experience of building productive working relationships with a range of community organisations
- Experience of managing volunteers from diverse communities, including recruiting, maintaining activity and managing expectations.
- Experience of training and/or facilitating.

You will have skills in:

- Ability to build effective relationships with colleagues, volunteers, people living with and at risk of diabetes, and community organisations.
- Ability to engage, recruit and motivate volunteers from diverse backgrounds.
- Ability to manage several relationships and projects at the same time.
- Ability to make sense of population data to better target engagement.
- Ability to work collaboratively internally and externally.

You will have knowledge:

- An understanding of the different needs of diverse communities.
- An understanding of the role volunteers can play in improving community health.

The best person for this job will be (behaviours):

- Organise your time and workload to meet deadlines.
- Well-motivated, committed and passionate about improving the lives of those living with diabetes in ethnically diverse and deprived communities.
- Willing to work flexibly, with some time outside of office hours.
- Willing to travel across the region, particularly London on a very regular basis and occasional travel throughout UK.

Qualifications/professional membership (if applicable):

N/A

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



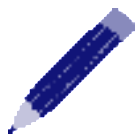
Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

