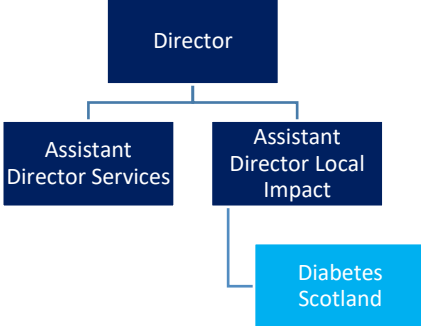
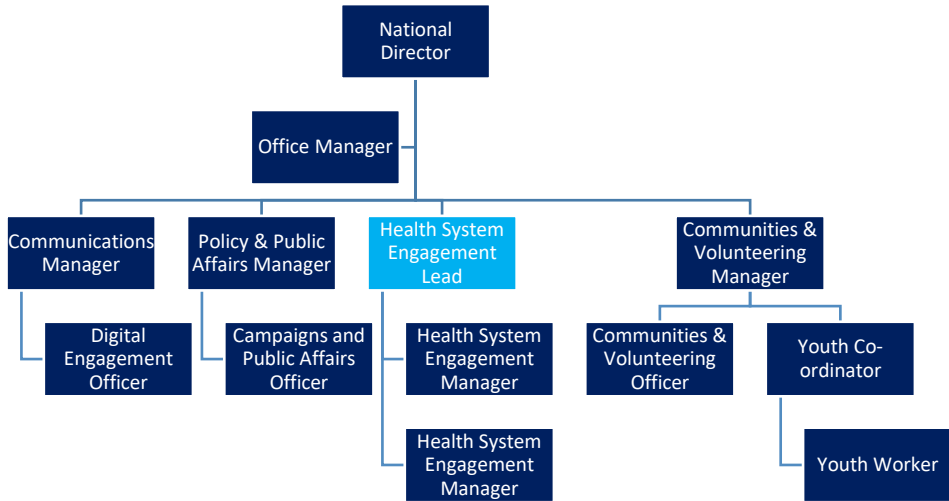
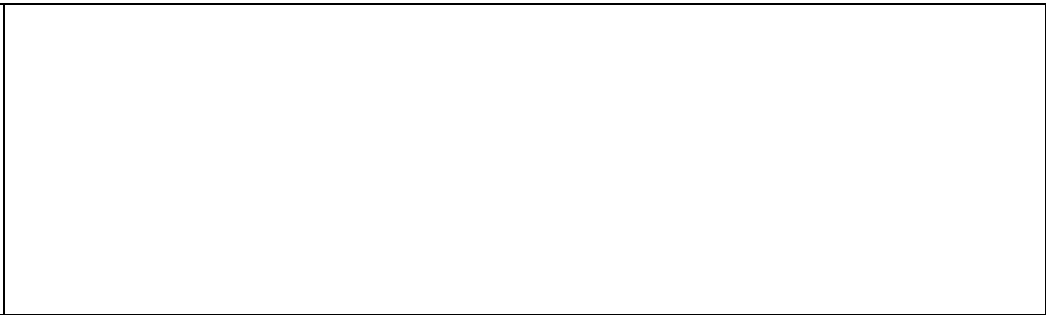


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|---|--|
| <p>Job Title Health Systems Engagement Lead</p> | <p>Directorate and team This role sits in the Scotland team in the Operations Directorate and will work closely with the Diabetes UK Healthcare Improvement team</p> |
| <p>Key focus of the role We work with extraordinary people in the health system and supporting them has never been more important. As Health Systems Engagement Lead you'll take a strategic approach to improving outcomes for people with and at risk of diabetes. You'll do this by working in an agile way: influencing, supporting and working collaboratively with lead clinicians and senior level decision makers to improve diabetes care and helping people in diabetes systems unlock their potential.</p> | <p>Department</p>  <pre> graph TD Director[Director] --> AD_Services[Assistant Director Services] Director --> AD_Local[Assistant Director Local Impact] AD_Local --- DS[Diabetes Scotland] </pre> |
| <p>Key deliverables</p> <ul style="list-style-type: none"> Lead workstream on influencing and supporting improvement in care with a key focus on closing the ‘implementation gap’ and reducing variation Work in partnership; influencing, energising, building relationships and supporting delivery of Improvement Plan priorities Gather insights and intelligence and monitor and analyse data sets; using these to inform thinking, design and delivery of our work. Represent Diabetes Scotland externally and act as a media spokesperson Line management and enabling a culture of high-performance and continuous learning | <p>Job and reporting Line</p>  <pre> graph TD ND[National Director] --- OM[Office Manager] OM --- CM[Communications Manager] OM --- PPA[Policy & Public Affairs Manager] OM --- HSEL[Health System Engagement Lead] OM --- CVM[Communities & Volunteering Manager] CM --- DEO[Digital Engagement Officer] PPA --- CPA[Campaigns and Public Affairs Officer] HSEL --- HSEM1[Health System Engagement Manager] HSEL --- HSEM2[Health System Engagement Manager] CVM --- CVO[Communities & Volunteering Officer] CVM --- YC[Youth Co-ordinator] YC --- YW[Youth Worker] </pre> |
| <p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: Full time (35 hours) Pay range: Band 4 | |
| <p>Key working relationships internal Scotland team, Policy, Healthcare Improvement and Involvement, Clinical and the Healthcare Engagement and Improving Care teams.</p> | |

Key working relationships external

This role will work with a diverse group of partners particularly focused on close working with clinical leads across the Scottish Diabetes Group sub-groups, senior leaders within local systems (including NHS and Health and Social Care Partnerships), public bodies, frontline healthcare professionals, professional bodies and interest groups, royal colleges, industry specialists, funders, academics, evaluators, researchers and other leading charities.



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

| Making Change Happen | Building External Relationships | Communicating with others | Improving Delivery |
|---|--|---|---|
| <p>1. Lead a strategic approach to improving outcomes for people with, and affected by, diabetes by challenging the status quo and influencing and supporting improvement (S).</p> <p>2. Lead on delivery of the Diabetes Improvement Plan commitments via collaboration and partnership working.</p> <p>3. Foster innovation within the system and support, energise and inspire people to work differently to improve care and facilitate change in systems. (S)</p> <p>4. Work closely with the internal Systems Change team to help build the change-making capabilities of people across health systems.</p> | <p>5. Build, leverage and negotiate senior level relationships and partnerships based on collaboration, respect and shared goals. (S).</p> <p>6. Represent Diabetes Scotland externally - deputising for National Director as required- contributing expertise and thought leadership to support, influence and drive impact.</p> <p>7. Bring in new insights and learning from other leading organisations and thought leaders around the world that help inspire, build skills and capacity to facilitate improvement in health systems.</p> | <p>8. Line management in line with Diabetes UK policies and procedures.</p> <p>9. Act as a media spokesperson when required.</p> <p>10. Ensure the expertise and experience of people living with, and at risk of, diabetes informs our thinking and work.</p> <p>11. Integrate work with our Diabetes UK teams, and continuously find ways to grow our capacity to deploy practical improvement support across health systems.</p> | <p>12. Model strong leadership behaviours and support and drive a culture of high-performance and continuous learning that is relentlessly focused on improving outcomes for people with and affected by diabetes (S).</p> <p>13. Develop, deliver and own robust monitoring, impact measurement and reporting frameworks for workstream.</p> <p>14. Gather insights and intelligence and monitor and analyse data sets; using these to inform our thinking and the continuous improvement of the design and delivery of our work. (S).</p> |

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

| Setting & delivering strategy & objectives | Making change happen | Building Relationships | Communicating with others |
|---|---|--|---|
| <ol style="list-style-type: none"> 1. Use your highly developed strategic mindset and critical thinking skills to translate high level strategic priorities into clear and achievable objectives and workplans (S). 2. Make sure that all work has clearly defined outcomes and impact measures and clear monitoring and reporting frameworks in place. 3. Demonstrate a growth mindset and a willingness to do things differently fuelled by an abundance of energy, compassion and appreciation for those you work with. | <ol style="list-style-type: none"> 4. Apply your deep experience of senior level influencing, systems thinking and working in partnership with health systems to challenge the status quo and drive care improvement in local systems (S). 5. Lead across boundaries, finding practical steps to take in the face of complexity and uncertainty and demonstrate your experience of using a powerful, common vision to energise and inspire colleagues and partners to work differently (S). 6. Draw on your experience of recognising and nurturing talent to identify and support potential 'changemakers' in the system. | <ol style="list-style-type: none"> 7. Demonstrate your proven experience of building and managing productive senior level relationships with fluency, confidence and a high degree of personal credibility (S). 8. Understand the process of change in health systems as messy, unpredictable and emergent (rather than planned and controlled). | <ol style="list-style-type: none"> 9. Use your excellent communication skills to produce high quality written outputs and engage and influence thinking, practice and organisational policy/processes. 10. Use your experience of managing and leading high-performing teams to bring together diverse perspectives before making decisions that will have significant impact. 11. Apply your experience of involving people with health conditions in healthcare improvement to our local systems work. |

Qualifications – Qualifications you need to carry out this role

An accredited individual or team coaching qualification at practitioner level or equivalent is desirable but not essential.