

Job Description

Role Title: Diabetes Support Worker

Contract Type: Full Time

Hours: 35

Band: 7

Key Relationships:

Internal

Region/Nation and central operations/volunteering/community engagement staff; fundraising colleagues; finance team.

External

People living with or affected by diabetes; general public; community groups, organisations and leaders; other local agencies across statutory, voluntary and commercial sectors; health care professionals.

Key focus of the role:

We're working to help people live better and more confident lives with diabetes, and ensure they receive the quality care and support they need to manage their diabetes well. The Diabetes Support Worker plays a key role within the team, to connect people living with or at risk of diabetes, and their carers, with the information and support they need to improve wellbeing and put them more in control of their lives. They will work with our network of volunteers, groups, community organisations and local partners to help connect more people to information, support and key services needed to help them live well with diabetes and access the quality of care and support they need.

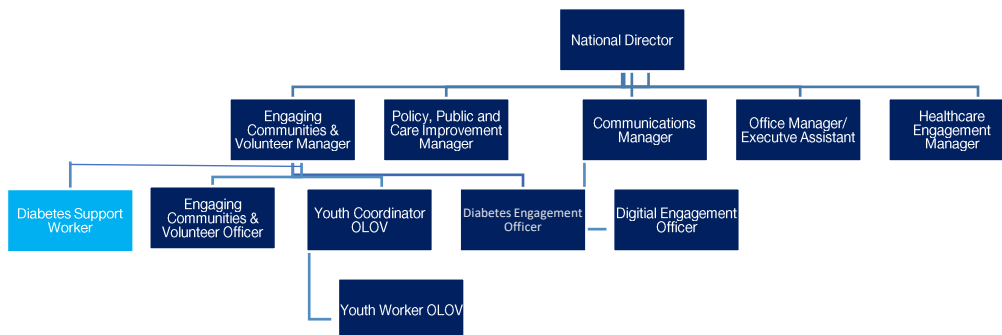
Directorate and team

This role sits in the Northern Ireland in the Operations Directorate

Department



Role and reporting Line



All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- The key activities you'll undertake (**the What**) and
- The skills, knowledge, experience and behaviours you need to be successful in this role (**the How**)

Key activities – What you need to do

1. To work closely with the Engaging Communities and Volunteering Manager, and the wider team, to support the development and delivery of an effective and meaningful community engagement and volunteering plan across the region.
2. To work with the Engaging Communities and Volunteering Manager to map and build strong links with community organisations, local partners and providers of health, social and community services, and develop and maintain a database of support services relevant to people living with diabetes in their local community.
3. To support and enable Diabetes UK volunteers, groups and communities to build effective local connections with the above services and their wider diabetes communities to grow our reach at a local level.
4. To assist people to identify their needs and access the right support and services within their local community and/or Diabetes UK with particular focus on the more deprived or less often seen and heard communities in the region.

How you need to do it (the How)

Skills

1. Self-motivated with excellent administration and organisational skills, with an ability to work well under pressure and prioritise your workload.
2. Excellent IT skills across all Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audience
3. Ability and confidence to communicate with a diverse range of people and communities including those facing challenging social situations or with additional needs
4. Ability to work effectively with volunteers, community groups and partners to provide support and direction and enable them to engage in a range of opportunities.

Knowledge

1. Demonstrable knowledge of health and social care services, voluntary and community-based organisations.
2. Knowledge of diabetes and the impact of long-term conditions on people's physical and psychological wellbeing
3. Knowledge and understanding of the importance of GDPR and safeguarding policies and maintaining internal systems and records to agreed standards

Experience

1. Experience of identifying potential areas of collaboration and partnerships and supporting a team to develop these
2. Experience of promoting important messages to a range of audiences, tailored where necessary for local need.
3. Experience of engaging individuals, groups or communities that are seldom heard and may not be easily visible, and engaging people with lived experience, meaningfully.

Behaviours

1. Contribute positively to the team and the wider organisation demonstrating a positive, collaborative, and problem-solving approach
2. Ability to work independently and manage a busy and varied workload often with competing priorities
3. An ability to communicate with a range of stakeholders in ways which demonstrate professionalism, compassion, and integrity.
4. An ability to inspire and motivate people to engage in realising the vision of the organisation
5. Have a desire to thrive in this role and to support those around you to thrive

Qualifications/professional membership (if applicable):

Proven experience in a comparable role demonstrating the identified skills, knowledge and behaviours or community development qualification.

Willing to work flexibly and outside of normal office hours and weekends and have a clean driving licence and access to a car for work purposes when needed.