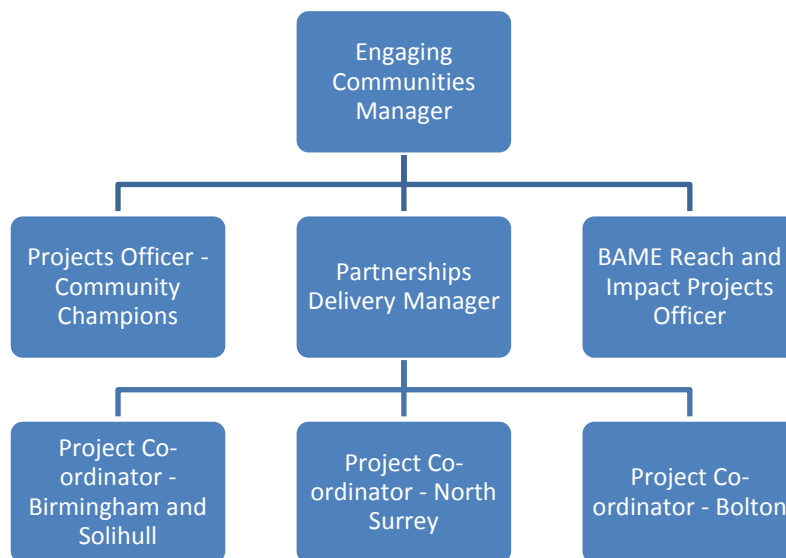


Engaging Communities Manager

DIRECTORATE:	Policy, Campaigns and Improvement (PCI)
SECTION:	Improvement Support and Innovation
REPORTING TO:	Assistant Director of Improvement Support and Innovation
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
Community Champions, Regional Heads, National Teams, Volunteering, Services, Communications and Marketing, Prevention, Policy, Campaigns, Finance and Fundraising Teams.
Outside Diabetes UK
Healthcare professionals, service managers, commissioners (CCGs and Public Health), people living with diabetes, faith and community organisations, funders (corporate, statutory, major donors), academics, evaluators and researchers.

OVERALL PURPOSE OF THE JOB

Diabetes is the most potentially devastating – and fastest growing – health crisis of our time, requiring ongoing high-quality care and support. There are currently 4.5 million people in the UK living with diabetes, and 11.9 million more at increased risk of getting Type 2 diabetes.

Diabetes UK has a commitment to improving the health of people from black and minority ethnic (BAME) communities with or at risk of diabetes. We have ambitious plans to reach more people through our Community Champions programmes. Community Champions are volunteers from communities who provide information and support on diabetes management and risk. The programmes are paid for and delivered in partnership with local NHS and local authorities. We are also working hard to make sure we support BAME communities through all the work of Diabetes UK through our BAME Reach and Impact Group.

The Engaging Communities Manager will lead the development and operation delivery of our Community Champions programmes, delivered through local partnerships with NHS and Local Authority organisations. The post will also manage the BAME Reach and Impact Group, guiding colleagues across Diabetes UK to increase our impact for BAME communities.

This is an ambitious task. To deliver it you will be innovative, commercially minded and focussed on outcomes that benefit communities. You will also be an excellent people and team manager, highly skilled in developing and maintaining partnerships and leading through influence.

MAIN DUTIES AND RESPONSIBILITIES:

- Identify and secure partnerships in areas where Community Champions can help improve the health of BAME communities, to an annual target of 6+ partnership worth at least £100k
- Manage and develop the Community Champions service:
 - Provide expert advice to partners on the development of local Champions programmes, increasing health awareness among communities and developing approaches that lead to sustainable behaviour change
 - Deliver local programmes effectively and in line with contracts
 - Oversee delivery of training to Community Champions, adapting the training plans and engaging Diabetes UK teams as needed
 - Adapt and develop the programme to deliver better health outcomes for BAME communities
- Identify and build relationships with local and national partners who can help us reach target communities
- Monitor reach, sustainability and impact of all programmes and evaluate impact
- Oversee the development of a national Community Champions network to ensure it meets the needs of local champions and allows us to develop the Community Champions into a stakeholder group that can add value, insight, contribute to the Diabetes UKs work
- Manage and develop the Engaging Communities team to make sure team members are clear on their objectives, well-motivated and highly performing
- Support the running of the BAME Reach and Impact Group, a collaborative of colleagues from across Diabetes UK aiming to improve our impact for people from BAME communities.
- Work with colleagues in our Regional and National Offices, Services and Volunteering team to make sure our Community Champions have
- Manage income and expenditure budgets effectively and deliver against agreed organisational KPIs

PERSON SPECIFICATION:

The best person for this job will be able to:

- Provide expert advice on engaging communities to better understand management of diabetes and diabetes risk
- Build effective partnerships with local NHS and local authorities and persuade them to pay for our services
- Create compelling business cases/proposal for our services
- Build well-motivated and effective teams
- Manage capacity and resources to deliver an efficient and effective service
- Deliver responsive and impactful training tailored to the needs of BAME volunteers
- Work collaboratively with multiple internal and external stakeholders to maximise the impact of our work

The best person for this job will have experience in:

- Engaging BAME communities in understanding health, risks to health and health behaviour change
- Managing a service and/or multiple projects including budgets, resource management, risk management and quality improvement
- Building a highly effective team through excellent recruitment, clear management and continuous development
- Partnerships and relationship management with NHS or local authority organisations
- Selling services or consultancy
- Designing and delivering targeted and responsive training

The best person for this job will be:

- Committed to developing the health of BAME communities
- Engaging and collaborative with a natural partnership approach to work
- An excellent manager with a focus on performance and a commitment to the development and support of teams
- A broad and inquisitive thinker with the ability to deliver clear and practical solutions
- Organised with a rigorous but flexible approach
- Able to persuade and create a sense of commitment amongst the key stakeholders
- Commercially minded with a strong focus on impact