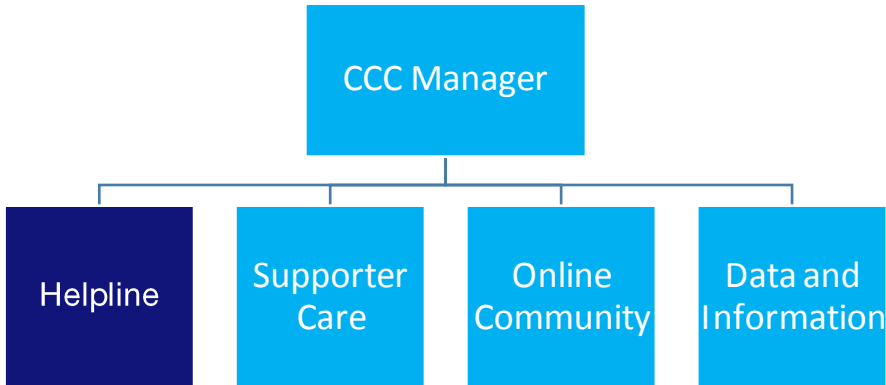
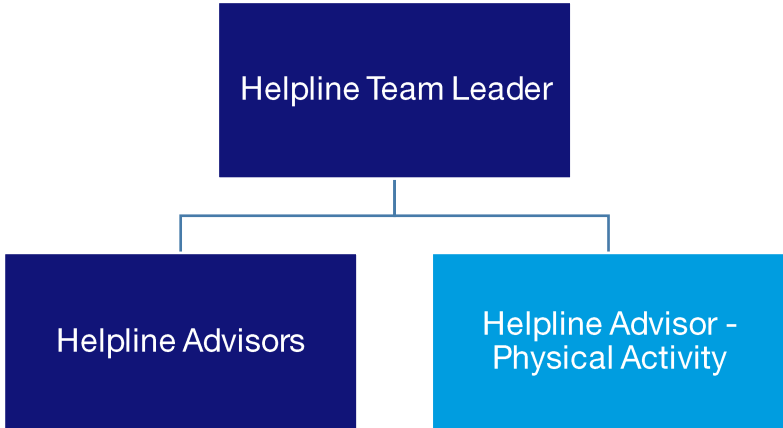


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| <p>Job Title Helpline Advisor – Physical Activity</p> | <p>Directorate and team This role sits in the Helpline Team in the Customer Care Centre (CCC) section of the Operations directorate.</p> |
| <p>Key focus of the role To provide encouragement to people contacting Diabetes UK for support to do at least 30 minutes physical activity per week, with the aim of helping them achieve long lasting lifestyle change by offering up to six 1:1 telephone sessions and using coaching and motivational behaviour change techniques to support sustainable change.</p> | <p>Department</p>  <pre> graph TD CCCManager[CCC Manager] --> Helpline[Helpline] CCCManager --> SupporterCare[Supporter Care] CCCManager --> OnlineCommunity[Online Community] CCCManager --> DataInformation[Data and Information] </pre> |
| <p>Key deliverables</p> <ul style="list-style-type: none"> Provide accurate and impartial physical activity information, provided at the appropriate level, to everyone who contacts the Live Well, Move More programme. Use communication and listening skills to provide emotional support and signposting where appropriate. Undertake and contribute to the Physical Activity project work, when appropriate, related to the development of Helpline Services and other customer contact teams. Carry out any reasonable task as requested by a manager appropriate with the role | <p>Job and Reporting Line</p>  <pre> graph TD HelplineTeamLeader[Helpline Team Leader] --> HelplineAdvisors[Helpline Advisors] HelplineTeamLeader --> HelplineAdvisorPhysicalActivity[Helpline Advisor - Physical Activity] </pre> |
| <p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Fixed Term 1st June 2021 – 31st May 2022 Hours: 21 hours per week, over 3 days Pay range Band: 6 | |
| <p>Key working relationships internal Wider CCC Team, Clinical Advisor Team, Sport England Project Team, Living Well Outcome</p> | |
| <p>Key working relationships external Sport England, other charities, people living with diabetes, healthcare professionals, voluntary groups and volunteers.</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

| Delivering objectives | Communicating with others | Managing and developing self | Collaborating with colleagues |
|---|--|---|--|
| <p>1. To advise and support within 1:1 telephone sessions with individuals who have been referred to the Live Well, Move More programme, with the aim of helping them to become more active.</p> <p>2. Using coaching and motivational behaviour change techniques to achieve the aim of getting people with diabetes to be move more.</p> <p>3. Manage follow up communications with internal and external resources tailored to individual needs, for example signposting to appropriate services.</p> <p>4. Follow Diabetes UK's safeguarding policy and procedures when necessary and all other Diabetes UK policies.</p> | <p>5. Communicate clearly and effectively (sometimes complex) health information both orally and in writing to a wide range of individuals who are referred to the Live Well, Move More programme.</p> <p>6. Effectively communicate with, and influence others, by role modelling yours, and the charities, beliefs to individuals who are referred to the Live Well, Move More programme, and within the helpline team and wider organisation where appropriate.</p> | <p>7. Work unsupervised using own initiative and experience of working as part of a team.</p> <p>8. Demonstrate accountability by taking personal responsibility for results/outcomes.</p> <p>9. Demonstrate dynamism through a positive can-do attitude, recognising and seizing opportunities when they arise and actively looking to anticipate the future and plan accordingly.</p> <p>10. Regularly update knowledge of diabetes and physical activity by attending related internal and external workshops, webinars and conferences.</p> | <p>11. Work closely with the helpline team by actively participating and contributing in team meetings and briefings, as well as within your monthly one-to-ones.</p> <p>12. To share learning (e.g. following attendance at a training event) with the team and others where appropriate to support development within the helpline team.</p> <p>13. Working closely with clinical advisors for support and training on physical activity and diabetes for development.</p> |

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

| Improving delivery | Communicating with others | Managing and developing self | Collaborating with colleagues |
|---|---|---|---|
| <ol style="list-style-type: none"> 1. Demonstrate innovation by sharing new ideas on improving approaches and processes to the Live Well, Move More service. 2. Learning from mistakes to develop self and the service to meet targets and improve customer experience. | <ol style="list-style-type: none"> 3. Demonstrate excellent interpersonal and customer service skills with the ability to listen to and hear what the customer is saying or asking 4. Send out information via email or a letter, as appropriate, following a contact 5. Be adept in responding to people through different channels, with an ability to change approach dependent on channel. | <ol style="list-style-type: none"> 6. Demonstrate technical expertise with the required depth of knowledge in own area of work or specialism and is duly recognised as such within the organisation. 7. Handle challenging calls and to develop a strategy for dealing with these, monitoring own stress levels using mechanisms to help manage this. | <ol style="list-style-type: none"> 8. Work collaboratively in a team with all stakeholders and colleagues in an open, trusting positive way that role models, fosters working together and helps others maximise their contribution. |

Qualifications – Qualifications you need to carry out this role

- Educated to diploma level (or equivalent) in counselling, health or advice and guidance related topics (desirable)
- Qualified in supporting health and wellbeing behaviour change (desirable)