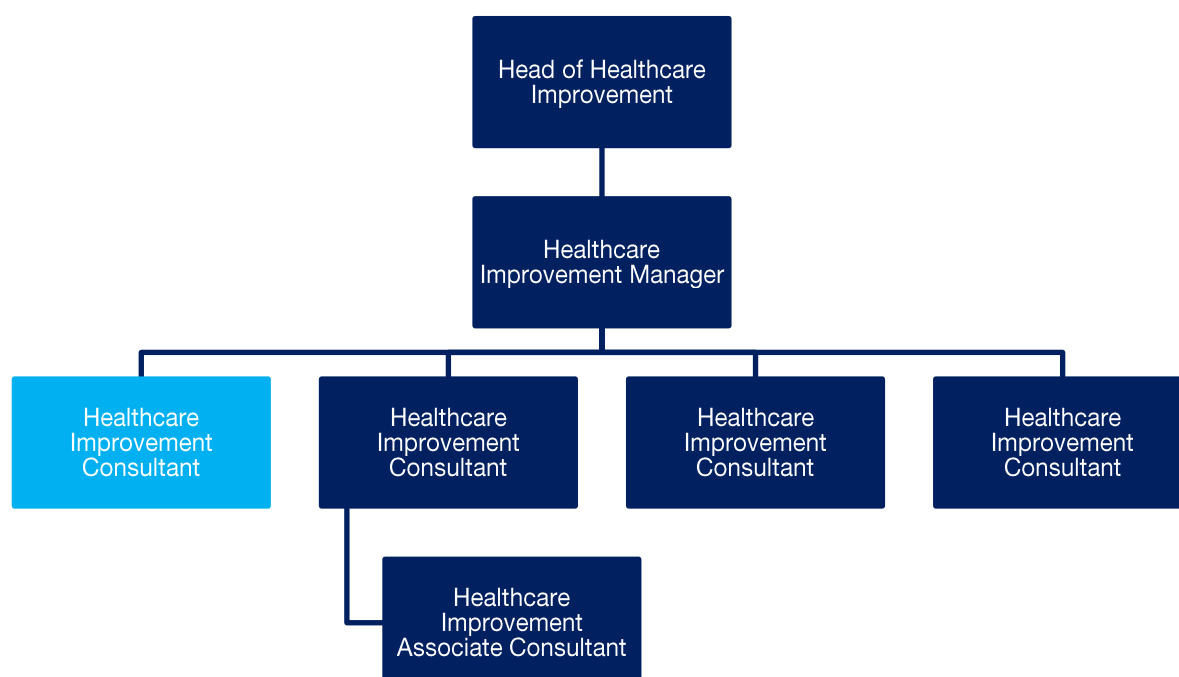


## Healthcare Improvement Consultant

<b>DIRECTORATE:</b>	Policy, Campaigns and Improvement
<b>SECTION:</b>	Healthcare Improvement
<b>REPORTING TO:</b>	Tamsyn Nichol, Healthcare Improvement Manager
<b>CONTRACT:</b>	Permanent



## WORKING RELATIONSHIPS

### Inside Diabetes UK

National, regional, policy, campaigns and mobilisation, fundraising, finance, content and brand, digital and communications teams.

### Outside Diabetes UK

People living with diabetes, families and carers, professionals (including healthcare professionals and those working in non-clinical roles eg quality improvement leads, service managers, network managers), NHS England, sustainability and transformation partnerships, clinical commissioning groups, clinical networks, Public Health England, NHS Trusts, NHS organisations in Scotland, Wales and Northern Ireland, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, industry specialists, funders (corporate, statutory, major donors), academics, evaluators and researchers.

## OVERALL PURPOSE OF THE JOB

Diabetes affects more than 4.5 million people in the UK. That's more than any other serious health condition in the UK. More than dementia and cancer combined.

The number of people living with diabetes is rising fast. Every day, around 700 people are diagnosed with diabetes. That's one person every two minutes. Every week, diabetes leads to over 460 early deaths, over 160 lower limb amputations and over 1,850 people experiencing heart attacks or heart failure.

We have made progress in improving the quality and standards of diabetes care in recent years. But much more needs to be done. We have to take action now.

In January 2019, Diabetes UK launched its new Healthcare Improvement team as part of our commitment to transform diabetes care. The goal of the team is to help the NHS across the UK unlock its potential for improvement. We do this by combining our deep knowledge of what works when driving change on the ground with practical support to improve diabetes care delivered through our sector-leading improvement programmes (such as our [leadership programmes](#) and [ChangeLabs](#)).

As a Healthcare Improvement Consultant you will:

- Improve outcomes in diabetes care by delivering high-impact improvement programmes that build the improvement capacity and skills of individuals, teams, organisations and whole systems in the NHS.
- Inspire and support those working to improve diabetes care, drawing on a range of methods and approaches to help build their confidence, competence and energy to create meaningful change.
- Help shape a culture of high-performance and operational excellence across our portfolio of improvement programmes.

## MAIN DUTIES AND RESPONSIBILITIES

- Work closely with the Healthcare Improvement Manager and other Healthcare Improvement Consultants to deliver our portfolio of programmes, working flexibly and adaptively across the portfolio as needed.
- Use proven facilitation, learning, innovation and change management methodologies within our programmes to support those working to improve diabetes care (for example design thinking, action learning, reflective practice, coaching, peer support, Theory U etc.).
- Develop and embed robust programme management methods and processes to support the delivery of our programmes.
- Participate in training and development opportunities where required.
- Create, maintain and reforecast budgets, continuously ensuring we are using our resources to achieve maximum impact.

- Provide meaningful opportunities for people with diabetes, their families and carers to be involved in our programmes, including people from diverse backgrounds (for example BAME communities, socio-economic deprived groups).
- Build strong working relationships with partners and funders, providing regular updates on progress and developing and negotiating future partnership and funding arrangements.
- Create and curate compelling content that can be adapted and deployed across our programmes as needed (for example practical improvement resources and tools, top tips, videos, podcasts, blogs etc.).
- Gather insights about emerging and unmet areas of need, using these insights to inform the development of new areas of work.
- Rapidly work up and test new ideas, gathering evidence to demonstrate proof of concept and support the building of compelling business cases for investment.
- Measure and evaluate the outcomes and impact of our programmes, capturing lessons learned and using this learning to inform our future work.
- Identify good practice and promising ideas that emerge from our programmes and design and test different methods to spread and adopt these across the country.
- Support colleagues across Diabetes UK to build their capacity and skills for facilitating and enabling improvement in the NHS.
- Bring in new insights and learning from leading organisations around the world that help build the skills and capacity of the Healthcare Improvement team and colleagues across Diabetes UK.
- Contribute to the wider work of the Healthcare Improvement team, helping to shape a culture of continuous learning and improvement.
- Undertake any other duties or tasks as reasonably directed.

## PERSON SPECIFICATION

The best person for this job will be able to:

- Challenge the status quo by inviting feedback from others, being open to doing things differently and taking risks to improve our delivery.
- Work across boundaries, finding pragmatic and practical steps to take in the face of complexity and ambiguity.
- Inspire others to embrace change by role modelling enthusiasm and sensitivity to how they are feeling.
- Stay up to date with developments and trends across different fields and bring new thinking into the organisation.
- Encourage others to avoid over-complicating systems, processes and ways of working.
- Make informed decisions and take accountability for their impact.

The best person for this job will have experience in:

- Designing and delivering improvement programmes and projects.
- Confidently using proven facilitation, learning, innovation and/or change management methodologies.
- Understanding the opportunities and challenges facing professionals when improving healthcare.
- Engaging and influencing professionals at different levels.
- Knowledge of the structure of the NHS.
- Involving people with lived experience, families and carers in improving care or services.
- Building and negotiating partnerships based on transparency, respect and shared goals.
- Working in the third sector and/or in the NHS or related industries.

The best person for this job will be:

- Passionate about improving healthcare services.
- Experimental by nature.
- An excellent communicator and influencer.
- Creative and confident in putting forward new ideas and recommendations.
- Deeply committed to their own and others' personal and professional development.
- A degree or equivalent in a health related field or discipline is desirable.
- Willing to work outside of normal office hours and on weekends (minimum of five occasions per year) and to travel extensively throughout the UK.