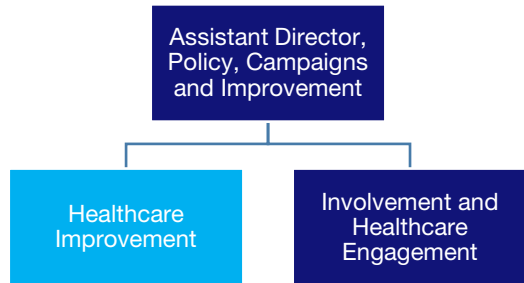
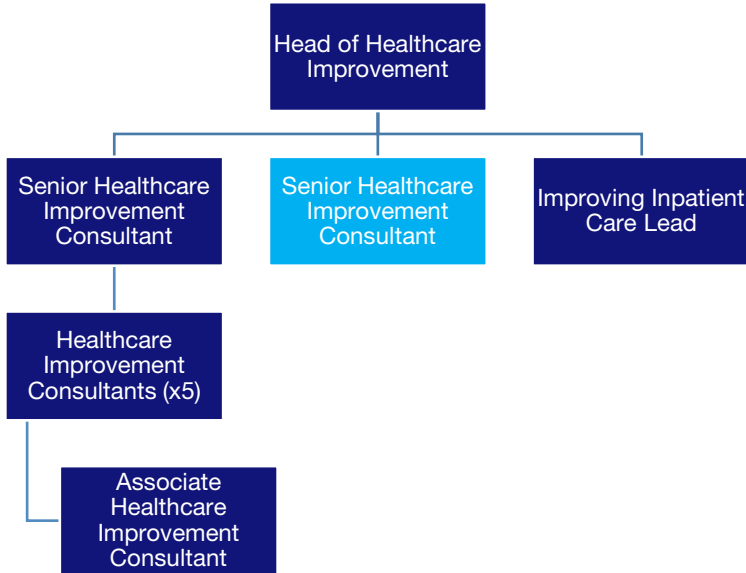


<p>Job Title Senior Healthcare Improvement Consultant</p>	<p>Directorate and team This role sits in the Healthcare Improvement team in the Policy, Campaigns and Improvement (PCI) Directorate</p>
<p>Key focus of the role We have made good progress in improving the quality and standards of diabetes care in recent years. But much more needs to be done. As a Senior Healthcare Improvement Consultant in our Healthcare Improvement team, you'll play a vital role in helping the NHS across the UK unlock its potential for improving diabetes care. We work with extraordinary people in the NHS and supporting them has never been more important.</p>	<p>Department</p>  <pre> graph TD AD[Assistant Director, Policy, Campaigns and Improvement] --> HI[Healthcare Improvement] AD --> IHE[Involvement and Healthcare Engagement] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Consult and work in partnership with local diabetes health systems, energising and inspiring colleagues and partners to work differently to improve diabetes care. Grow the charity's skills to facilitate improvement in local systems and drive a culture of high-performance and continuous learning that is relentlessly focused on improving outcomes for people with and affected by diabetes. Create high-impact partnerships with forward-thinking organisations that help build the improvement capacity of individuals, teams and local systems in the NHS. 	<p>Job and reporting Line</p>  <pre> graph TD HHI[Head of Healthcare Improvement] --> SHIC1[Senior Healthcare Improvement Consultant] HHI --> SHIC2[Senior Healthcare Improvement Consultant] HHI --> IICL[Improving Inpatient Care Lead] SHIC1 --> HIC5[Healthcare Improvement Consultants x5] HIC5 --> AHCIC[Associate Healthcare Improvement Consultant] </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 This role will work with many teams in the charity but will need to work closely with colleagues in our National and Regional teams, the Involvement and Healthcare Engagement team and the Better Care Outcomes Steering Group.</p>	

Key working relationships external

This role will work with a diverse group of partners but will need to work closely with people with and affected by diabetes, professionals (including healthcare professionals and those working in non-clinical roles), NHS organisations, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, 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

Improving delivery	Making change happen	Collaborating with colleagues	Building external relationships
<ol style="list-style-type: none"> 1. Gather insights about emerging and unmet areas of need and use these insights to inform the design and delivery of our work in local systems. 2. Rapidly work up and test new ways to deliver improvement in local systems, gathering evidence to demonstrate proof of concept and build compelling business cases for investment. 3. Manage line reports and provide regular support and supervision to enable high-performance. 	<ol style="list-style-type: none"> 4. Look for value wherever it can be found, continuously identifying ways to improve the impact of our local systems work and making best use of the talents, skills and capacity across Diabetes UK. 5. Build the skills and capacity of colleagues and partners to: <ol style="list-style-type: none"> a) meaningfully involve people living with and affected by diabetes in improvement b) use proven methods for measuring and evaluating the impact of the work. 	<ol style="list-style-type: none"> 6. Integrate the local systems work with our National and Regional teams, and continuously find ways to grow our capacity to deploy practical improvement support in the NHS. 7. Work with teams across Diabetes UK to develop new partnerships and funding arrangements that scale up the reach and impact of our local systems work. 8. Contribute to the wider work of the Healthcare Improvement team and organisation, modelling strong leadership behaviours and helping to shape a culture of continuous learning and improvement. 	<ol style="list-style-type: none"> 9. Engage, influence and inspire our partners, including professionals at senior levels in the NHS. 10. Build, leverage and negotiate strategic external relationships based on transparency, respect and shared goals. 11. Bring in new insights and learning from other leading organisations and thought leaders around the world that help build our skills and capacity to facilitate change in local systems.

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

Setting & delivering strategy & objectives	Making change happen	Collaborating with colleagues	Managing and developing self
<ol style="list-style-type: none"> 1. Demonstrate your experience of using a powerful, common vision to energise and inspire colleagues and partners to work differently. 2. Apply your skills of translating high level strategic priorities into clear and achievable objectives for colleagues. 3. Make sure that all work has clearly defined outcomes and impact measures which are agreed with everyone involved. 	<ol style="list-style-type: none"> 4. Apply your deep experience of consulting and working in partnership with health systems to improve care. 5. Use your highly developed methods and practices to facilitate care improvement in local systems. 6. Apply your experience of involving people with health conditions in healthcare improvement to our local systems work. 7. Work across boundaries, finding practical steps to take in the face of complexity and uncertainty. 	<ol style="list-style-type: none"> 8. Use your experience of managing and leading high-performing teams to bring together both colleagues across the charity and partners from other organisations. 9. Consult with colleagues across Diabetes UK, and recognise the benefits that diverse perspectives can bring, before making decisions that will have significant impact. 10. Draw on your experience of recognising and nurturing talent to develop potential in colleagues and partners. 	<ol style="list-style-type: none"> 11. Demonstrate your experience of challenging the status quo, being open to doing things differently and taking risks to improve our delivery. 12. Demonstrate a growth mindset, fuelled by an abundance of energy, compassion and appreciation for those you work with. 13. See the process of change in health systems as messy, unpredictable and emergent (rather than planned and controlled). 14. Commit deeply to your personal and professional development and share learnings with colleagues.

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.