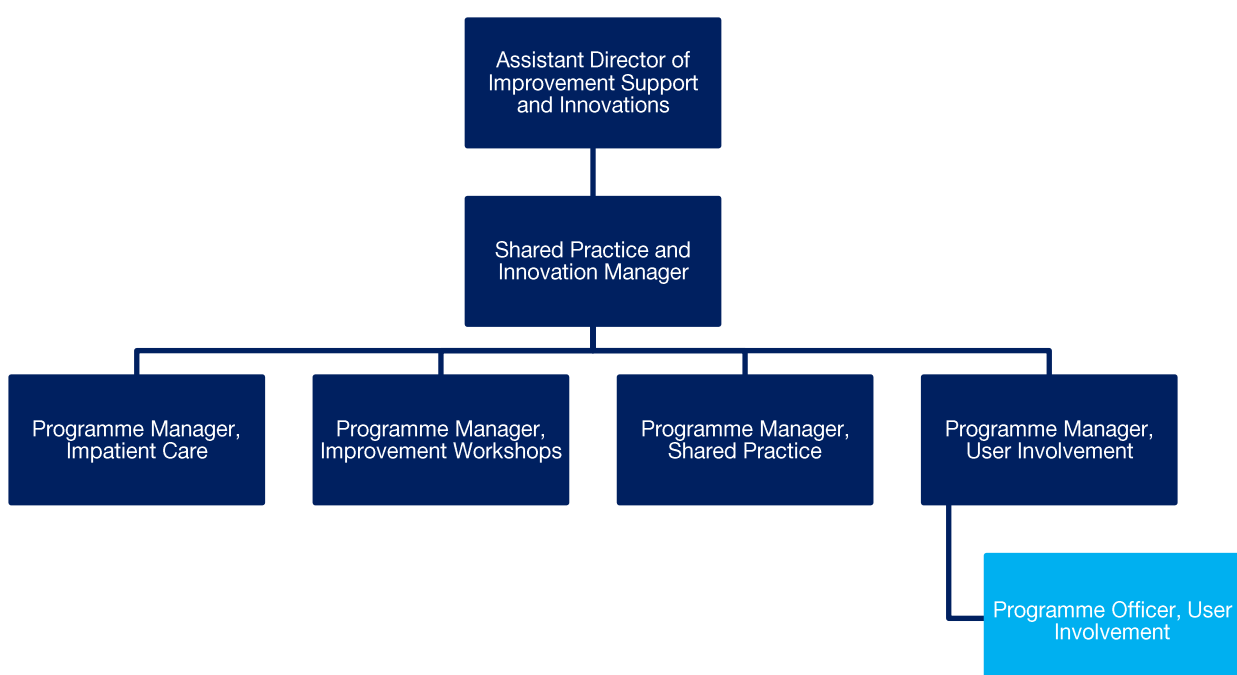


Programme Officer, User Involvement

DIRECTORATE:	Policy, Campaigns and Improvement
SECTION:	Shared Practice
REPORTING TO:	Programme Manager, User Involvement
CONTRACT:	Fixed term (6 months, with potential for extension)



WORKING RELATIONSHIPS

Inside Diabetes UK
Regional, healthcare professional engagement, campaigns and mobilisation, engaging communities, care, policy, digital, content and creative teams.
Outside Diabetes UK
People with diabetes, families/carers of people with diabetes, people at risk of Type 2 diabetes, NHS England (including regional teams), Public Health England, professionals (clinicians and managers), clinical commissioning groups, NHS Trusts, clinical networks, user engagement organisations and networks.

OVERALL PURPOSE OF THE JOB

Diabetes UK has agreed an exciting new partnership with NHS England and Public Health England to support user engagement across the NHS England [diabetes programme](#). The programme encompasses three key workstreams: the Treatment and Care programme, working to improve outcomes for those living with diabetes; the NHS “*Healthier You*” Diabetes Prevention Programme for those at risk of Type 2 diabetes; and the Digital programme, looking at digital innovations in diabetes treatment and prevention.

Through the partnership, our goal is to ensure everyone with a stake in the diabetes programme understands it, is clear about how they can help it to be successful and has a voice in shaping local diabetes service improvement.

The Programme Officer will:

- Ensure the voices of people with diabetes and those at risk of Type 2 diabetes are heard (including families and carers), through setting up and supporting the delivery of user involvement events and activities.
- Provide high quality programme coordination support, working closely with the Programme Manager to deliver the aims and objectives of the partnership.

MAIN DUTIES AND RESPONSIBILITIES

Supporting the delivery of involvement activities

- Set up and support the delivery of service user focus groups, interviews and events, including identifying suitable venues, recruiting service users and supporting with the organisation and delivery.
- Use proven engagement methods and techniques to engage with service users from all parts of local communities, including people from diverse backgrounds (for example BAME communities, socio-economic deprived groups). This will include building relationships with other voluntary and sector and community organisations, as well as working with and learning from the DUK Engaging Communities team.
- Develop systems for collating the views and experiences of users (for example using databases) and prepare summary reports/presentations of the findings for use by the Programme Manager and other key stakeholders.
- Coordinate and carry out data collection activities for the evaluation of the user involvement support provided to the diabetes programme, for example using surveys and interviews
- Develop support materials and resources for focus groups, workshops and events, for example promotional materials, topic guides, action planning templates and user involvement guides.

Embedding user involvement across the programme

- Coordinate and support the delivery of workshops, training events and webinars with healthcare professionals, clinical networks and other stakeholders across the programme to help ensure that user involvement is embedded and sustainable across the programme.

- Case studies – sourcing, collating, exploring and disseminating examples and case studies of good practice in user involvement from across healthcare sector.
- Set up and maintain the good practice database and set up an ‘online community’ for sharing resources and tools as well as ideas and challenges.

Communication and dissemination activities

- **Prepare communications and updates about the user involvement work for internal and external use including:**
 - Sourcing content for, and preparing, a monthly newsletter/bulletin for internal and external use
 - Promoting and disseminating the user involvement work to our networks through the use of social media
 - Setting up and managing a database of stakeholders and key contacts
- Support the development of new user involvement resources and tools, promoting them through Diabetes UK’s existing channels and networks and building new ones.

Other

- Maintain appropriate information about people attending user engagement events and activities, ensuring all information is stored securely and in accordance with Diabetes UK policies and data protection legislation (GDPR).
- Record notes and actions from meetings and follow up with stakeholders to ensure actions are taken forward.
- Undertake any other duties or tasks as reasonably directed.

PERSON SPECIFICATION

The best person for this job will be able to:

- Develop resources and materials to support the running of service user focus groups and workshops.
- Develop systems for collating the views and experiences of users.
- Work with and maintain information about people attending user involvement events.
- Provide information and advice about good practice user involvement.
- Use social media and other digital platforms to engage different audiences.

The best person for this job will have experience in:

- Engaging and working with professionals in the NHS, with good working knowledge of the structure of the NHS.
- Understanding the principles and practice of user involvement (experience in a health setting is desirable).
- Setting up and supporting the delivery of user involvement events and activities
- Engaging with service users from all parts of local communities, including people from diverse backgrounds (for example BAME communities, socio-economic deprived groups).
- Conducting in depth interviews and/or focus groups with members of the public (desirable)
- Supporting the development of practical, plain English user engagement resources and tools for a range of purposes.
- Working in the third sector and/or in the NHS.

The best person for this job will be:

- Passionate about user involvement and healthcare improvement.
- A proven programme coordinator/officer with a track record of delivering a range of competing activities and priorities.
- Committed to personal and professional development.
- Educated to degree level or equivalent by experience (a degree 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 throughout the UK.