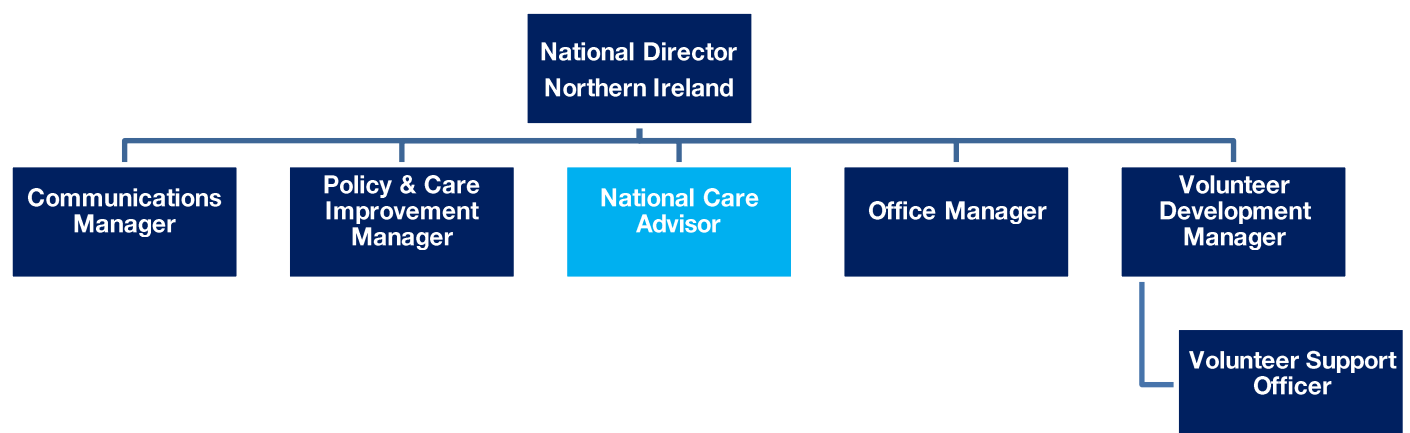


Job Title: National Care Advisor – Northern Ireland

DIRECTORATE:	Operations
SECTION:	Northern Ireland
REPORTING TO:	National Director
CONTRACT:	Permanent - 35hrs



WORKING RELATIONSHIPS:

Inside Diabetes UK
Employees: National office staff– National Director, Policy & Care Improvement Manager, Volunteer Development Manager and Communications / Public affairs Manager; Clinical Team; Healthcare Improvement Team; User Involvement Team; Healthcare and Policy Team; Media Team and Comms team; Clinical Champions; Volunteers
Outside Diabetes UK
Healthcare Professionals, the Diabetes Network Northern Ireland, Government policy advisors, civil servants, people living with diabetes; academics, researchers, policy research bodies; other voluntary organisations and partner organisations.

OVERALL PURPOSE OF THE JOB

The National Care Advisor will be responsible for promoting improvements in diabetes-related health care delivery. The postholder will work across Northern Ireland building strong links in all Trusts. They will work

in partnership with people living with diabetes to ensure all our work and messages are informed directly by their lived experience. They will work closely with healthcare professionals ensuring they have timely access to resources and promoting evidence-based best practice. And they will have a key influencing role within the Diabetes Network focussing on the design and delivery of better diabetes services, and leading on the meaningful engagement of people living with diabetes in the Diabetes Network ensuring that their experience is embedded in service design and delivery processes. They will also provide clinical advice for events for children and adults with T1 across the UK.

MAIN DUTIES AND RESPONSIBILITIES:

- Pro-actively develop strategic relationships and engage with H&SCB, PHA, H&SCTs and DoH as well as healthcare professionals, clinical champions, researchers, and academics in order that people with and at risk of developing diabetes receive better care and live well and longer.
- Work with the National Director and the NI team to ensure there are meaningful processes in place which support and empower people living with diabetes to contribute to all aspects of Diabetes UK NI work.
- Work with the Volunteer Development Manager to develop opportunities for volunteers to contribute to and influence developments in diabetes care and to support the recruitment, training, support and ongoing management of volunteers who represent Diabetes UK.
- Work with the Policy and Care Improvement Manager to monitor the policy context and future direction of diabetes care, and ensure processes are in place for people living with, or at risk of developing, diabetes to contribute to policy development and Diabetes UK campaigns.
- Work with Communications, Media and Public Affairs Manager to ensure that our comms and public affairs work is clinically accurate, informed by the lived experience of people living with or at risk of developing diabetes, and promotes a full understanding of the condition and the issues faced by those who are living with it.
- Monitor and evaluate progress of the implementation of the Diabetes Strategic plan in conjunction with the National Director, and support and lead on specific care improvement activities.
- Monitor the delivery of care to people living with or at risk of developing diabetes in Northern Ireland and identifying and promoting best practice.
- Be responsible for the care input into the development of nation-specific information for people living with diabetes, health care professionals and campaigns.
- Contribute to the education and development of health care professionals about diabetes, including leading and organising key professional events including conferences and workshops, and also contribute to the strategic direction of how professional education should evolve.
- Provide clinical advice to the Type 1 Events team to ensure an appropriate governance and safeguarding framework is in place, and that sufficient healthcare professional volunteers are recruited and trained for each event.
- Represent Diabetes UK externally at meetings and act as a media spokesperson regarding Diabetes UK campaigns and current healthcare activity, as agreed with the National Director.
- Undertake any other duties as required by the National Director to enable the full functioning of the national team and to support organisational objectives.

PERSON SPECIFICATION:

The best person for this job will have the following skills:

- Engagement skills which support and empower people to influence systems and processes
- Proven skills in developing and managing relationships with key stakeholders e.g. HCP's, H&SCB, PHA, DoH and third sector organisations
- Excellent communication and presentation skills, presenting complex information in a format appropriate to the audience
- Collaborating with colleagues, partners and key stakeholders
- Negotiation and influencing skills
- Effective team working skills, building effective relationships and motivating others Influence other HCP's to instigate best practice initiatives to improve diabetes care
- Manage projects and deliver quality outcomes within budget, focussing on results and impact in the context of current policy direction
- Computer skills including Outlook, Word, PowerPoint & databases.

The best person for this job will have the following experience and qualifications:

- A Registered Nurse or Dietitian with experience in diabetes care (preferably at specialist level)
- Educated to degree level or equivalent
- Proven experience of working in a healthcare environment, and of working with diabetes
- Experience of working in an empowering way with individuals and groups of volunteers or service user representatives
- Robust knowledge of the Northern Ireland healthcare system and current health policy
- Knowledge of the voluntary or charity sector

The best person for this job will be:

- Credible and have a high level of personal impact
- Self-motivated and able to plan and manage their own workload
- Willing to work flexible hours, including some evenings and weekends
- Willing to travel extensively across the Northern Ireland and occasionally to England, Scotland or Wales
- Clean UK/Irish driving license and access to a car for work purposes.