

## Job Title

### Inpatient Care Programme Manager

## Key focus of the role

Since launching our ground-breaking Making hospitals safe for people with diabetes report we have taken major steps towards improving the quality and standards of diabetes care in hospitals. And during the COVID-19 pandemic, our Improving Inpatient Care programme helped to quickly convene a national response to the pandemic, develop essential advice and guidance for healthcare professionals, and keep inpatient diabetes services running.

Much has changed during the pandemic. But our goal remains the same: to make sure all hospital stays are safe for people with diabetes. Our inpatient work is now at a pivotal moment of change and there is much more to be done.

As our Inpatient Care Programme Manager, you'll play a vital role in helping the NHS recover from the pandemic, support diabetes inpatient teams to unlock their potential for improving care and find new ways to have an even bigger impact for people with diabetes.

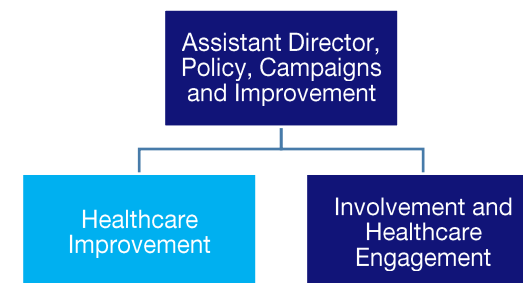
## Key deliverables

- Provide strong oversight, leadership and management of the Improving Inpatient Care programme.
- Build high-impact partnerships with the NHS and other key organisations, influencing national improvements in the quality and standards of diabetes care in hospitals.
- Mobilise and work in partnership with people with diabetes, amplifying their voice through the programme and creating meaningful opportunities for them to be involved in improving diabetes inpatient care in hospitals.

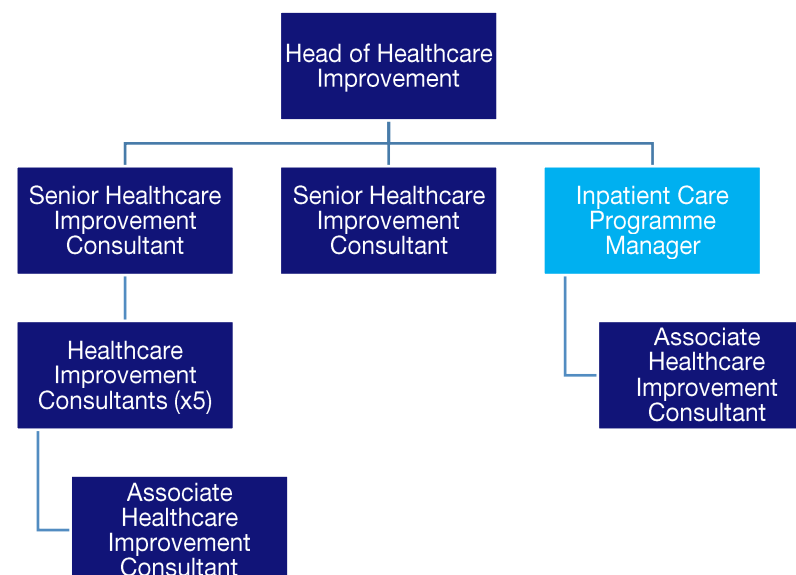
## Directorate and team

This role sits in the [Healthcare Improvement Team](#) in the [Policy, Campaigns and Improvement \(PCI\) Directorate](#)

## Department



## Job and reporting Line



<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>Contract type: Permanent</li> <li>Hours: Full time (35 hours)</li> <li>Pay range: Band 5</li> </ul>	
<p><b>Key working relationships internal</b></p> <p>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>	
<p><b>Key working relationships external</b></p> <p>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, commissioners, managers, network leads etc), NHS organisations, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, industry specialists, funders, academics, evaluators, researchers and other leading charities.</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

Improving delivery	Making change happen	Collaborating with colleagues	Building external relationships
<p><b>1.</b> Facilitate meetings, workshops and other events using proven facilitation methodologies.</p> <p><b>2.</b> Gather insights about emerging and unmet areas of need, using these insights to inform the development of new areas of work within the programme.</p> <p><b>3.</b> Bring in new insights and learning from leading organisations around the world that help build our capability to influence national system improvement.</p> <p><b>4.</b> Recruit and manage line reports and provide regular support and supervision to enable high-performance.</p>	<p><b>6.</b> Create spaces for people with diabetes, professionals and others to come together to develop solutions to the problems faced in inpatient care, managing complex conversations and supporting different groups to achieve consensus.</p> <p><b>7.</b> Present confidently about the programme at meetings and events, delivering inspiring and compelling content and calls to action.</p> <p><b>8.</b> Ensure simple and effective governance processes are in place across the programme, for example roles and responsibilities, planning, decision-making, risk and issue management.</p>	<p><b>10.</b> Work collaboratively with teams across Diabetes UK to build relationships with local decision makers and to identify areas for local, regional and national system improvement.</p> <p><b>11.</b> Work with teams across Diabetes UK to develop new partnerships and funding arrangements that scale up the reach and impact of the programme.</p> <p><b>12.</b> Work closely with the Policy team to inform and shape our wider policy and influencing work on inpatient care.</p> <p><b>13.</b> Contribute to the wider work of the Healthcare Improvement team, modelling strong leadership behaviours and</p>	<p><b>14.</b> Mobilise and work in partnership with people with diabetes, amplifying their voice through the programme and creating meaningful opportunities for them to be involved in improving diabetes inpatient care in hospitals.</p> <p><b>15.</b> Mobilise and influence key organisations to maintain a national focus on diabetes inpatient care and provide leadership and direction to their programmes of work.</p> <p><b>16.</b> Build and grow a diverse leadership group to help guide and steer the programme.</p> <p><b>17.</b> Work in partnership with the Joint British Diabetes Societies (JBDS) for Inpatient Care Group to develop and support their work streams and oversee</p>

5. Use proven methods for measuring and evaluating the impact of the programme.	9. Look for value wherever it can be found, continuously identifying ways to improve the effectiveness of the programme, and making best use of the talents, skills and capacity across Diabetes UK.	helping to shape a culture of continuous learning and improvement.	sign off for national clinical guidelines.
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### Skills, knowledge and behaviours – How you need to do it

Improving delivery	Making change happen	Collaborating with colleagues	Managing and developing self
<p>1. Demonstrate your experience of using a powerful, common vision to energise and inspire colleagues and partners to work differently.</p> <p>2. Apply your experience of engaging and influencing professionals in the NHS at senior levels.</p> <p>3. Make sure that all work has clearly defined outcomes and impact measures which are agreed with everyone involved.</p>	<p>4. Work across boundaries, finding practical steps to take in the face of complexity and uncertainty.</p> <p>5. Apply your experience of leading and managing complex health improvement programmes.</p> <p>6. Use your experience of facilitating meetings, workshops and other events to enable improvement in inpatient care.</p> <p>7. Apply your experience of involving people with health conditions in healthcare</p>	<p>8. Consult with colleagues and partners, and recognise the benefits that diverse perspectives can bring, before making decisions that will have significant impact.</p> <p>9. Use your experience of building, leveraging and negotiating strategic external relationships based on transparency, respect and shared goals.</p>	<p>10. Demonstrate your experience of challenging the status quo, being open to doing things differently and taking risks to improve our delivery.</p> <p>11. See the process of change in health systems as messy, unpredictable and emergent (rather than planned and controlled).</p> <p>12. Demonstrate a growth mindset, fuelled by an abundance of energy, compassion and appreciation for those you work with.</p>

	improvement to our inpatient work.		13. Commit deeply to your personal and professional development and share learnings with colleagues.
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### Qualifications – Qualifications you need to carry out this role

An accredited coaching qualification at foundation level or equivalent is desirable but not essential.