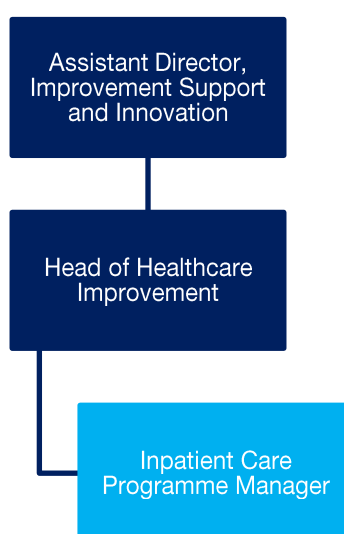


Inpatient Care Programme Manager

DIRECTORATE:	Policy, Campaigns and Improvement
SECTION:	Healthcare Improvement Team
REPORTING TO:	Ben Ellis, Head of Healthcare Improvement
CONTRACT:	Permanent



WORKING RELATIONSHIPS

Inside Diabetes UK
National, regional, policy, campaigns and mobilisation, consultancy, fundraising, finance, content and brand, marketing, 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, NHS Digital, sustainability and transformation partnerships, clinical commissioning groups, clinical networks, NHS Trusts, Care Quality Commission, Public Health England, NHS organisations in Scotland, Wales and Northern Ireland, Joint British Diabetes Societies (JBDS) for Inpatient Care Group, 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

Over a million people with diabetes were admitted to hospital in England in 2017. A hospital stay for a person with diabetes can be a frightening experience and it is easy to understand why. In 2017, an estimated 9,600 people required rescue treatment after falling into a coma following a severe hypoglycaemic attack and 2,200 people suffered from diabetic ketoacidosis (DKA) due to under treatment with insulin.

Diabetes UK has committed to change this. In 2017 we launched our [Improving Inpatient Care programme](#). Our goal is simple: to make sure all hospital stays are safe for people with diabetes. Since launching the programme we have released our ground-breaking [Making hospitals safe for people with diabetes report](#) and taken major steps towards improving the quality and standards of diabetes care in hospitals.

But much more needs to be done. We can and must do better for people with diabetes in hospital. We have to take action now.

The Inpatient Care Programme Manager will:

- Provide strong oversight, leadership and management of the Improving Inpatient Care programme.
- Build strong partnerships with the NHS and other key organisations, influencing national improvements in the quality and standards of diabetes care in hospitals.
- Gather knowledge and insight in inpatient care and identify opportunities for local, regional and national system improvement.

MAIN DUTIES AND RESPONSIBILITIES

- Work in partnership with the clinical lead, continuously identifying ways to improve the effectiveness of the programme and making best use of the talents and skills across Diabetes UK.
- 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.
- Facilitate meetings, workshops and other events using proven facilitation methodologies.
- 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.
- 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.
- Mobilise and influence key organisations, for example NHS Digital, The Royal College of Physicians and the Care Quality Commission, to maintain a national focus on diabetes inpatient care and provide leadership and direction to their programmes of work.
- Gather insights and examples of good practice and innovation in diabetes inpatient care, using these to drive national system improvement.

- Gather insights about emerging and unmet areas of need, using these insights to inform the development of new areas of work within the programme.
- Bring in new insights and learning from leading organisations around the world that help build our capability to influence national system improvement.
- Present confidently about the programme at meetings and events, delivering inspiring and compelling content and calls to action.
- Work in partnership with the Joint British Diabetes Societies (JBDS) for Inpatient Care Group to develop and support their work streams and oversee sign off for national clinical guidelines.
- Work with teams across Diabetes UK to develop new partnerships and funding arrangements that scale up the reach and impact of the programme.
- Work with the communications team to develop engaging and influential press releases.
- Ensure simple and effective governance processes are in place across the programme, for example roles and responsibilities, planning, decision-making, risk and issue management.
- Use proven methods for measuring and evaluating the impact of the programme.
- Contribute to the wider work of the Healthcare Improvement team, modelling strong leadership behaviours and 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:

- Use a compelling vision to gain support from others inside Diabetes UK and mobilise key stakeholders and partners externally.
- Challenge the status quo by inviting feedback from others, being open to doing things differently and taking risks to improve our delivery.
- Consult with others in the team and across Diabetes UK to understand different perspectives before making decisions that will have significant impact.
- Work across boundaries, finding pragmatic and practical steps to take in the face of complexity and ambiguity.
- Motivate, inspire and encourage others despite your own concerns and disappointments.
- Encourage others to avoid over-complicating systems, processes and ways of working.

The best person for this job will have experience in:

- Leading and managing complex health improvement programmes.
- Understanding the opportunities and challenges facing professionals when improving healthcare (an understanding of these in hospital settings is desirable).
- Engaging and influencing professionals in the NHS at senior levels, with good working knowledge of the structure of the NHS.
- Building, leveraging and negotiating strategic external relationships based on transparency, respect and shared goals.
- Facilitating meetings, workshops and other events using proven facilitation methodologies.
- Involving people living with health conditions, families and carers in healthcare improvement.
- Developing accreditation frameworks to support clinical services to be independently measured against national standards (desirable).
- Working in the third sector and/or in the NHS.

The best person for this job will be:

- Passionate about improving healthcare services.
- Experimental by nature.
- An excellent communicator and influencer.
- A proven programme manager with a track record of creating and managing high-performing programmes of work.
- Creative and confident in putting forward new ideas and recommendations.
- Deeply committed to their own and others' 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.