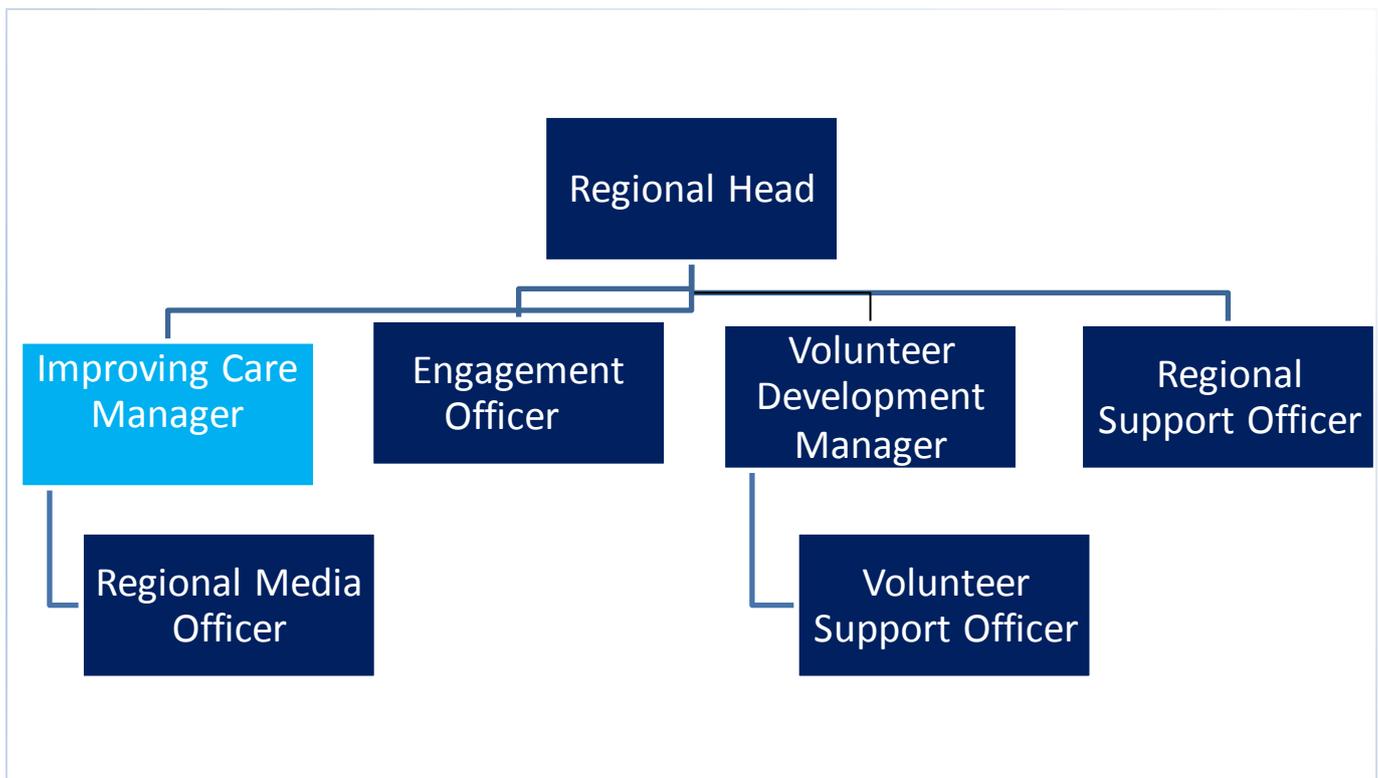


**Job Title: Improving Care Manager – South East**

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|----------------------|--|
| <b>DIRECTORATE:</b>  | Operations   |
| <b>SECTION:</b>      | South East   |
| <b>REPORTING TO:</b> | Regional Head  |
| <b>CONTRACT:</b>     | Full time (35 hours per week), 1 year temporary contract |



**WORKING RELATIONSHIPS:**

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| <b>Inside Diabetes UK</b>  |
| <p>Employees: Regional office staff; Nations &amp; Regions team; User Involvement Team; Healthcare and Policy Team; Shared Practice team; Media Team<br/> Volunteers: Diabetes Voices; Local Groups</p>  |
| <b>Outside Diabetes UK</b>   |
| <p>Regional NHS organisations (including but not limited to: Clinical Commissioning Groups, Diabetes Networks &amp; Local Implementation Groups, Health &amp; Wellbeing Boards, Strategic Clinical Networks); healthcare professionals; people living with diabetes.</p> |

## **OVERALL PURPOSE OF THE JOB**

Working closely with the Regional Head for the South East, the Improving Care Manager will be responsible for improving the lives of people with diabetes with particular emphasis on promoting improvements in health care delivery.

The Improving Care Manager will develop and maintain meaningful and constructive engagement with NHS organisations in order to progress improvements in diabetes care in the region.

The Improving Care Manager will be responsible for supporting the development of and working with Diabetes Voices and other volunteers to support the regional aims of improving diabetes service delivery.

## **MAIN DUTIES AND RESPONSIBILITIES:**

- To develop a full understanding of diabetes and the issues facing those people in the region living with Type 1 and Type 2 diabetes or at risk of developing Type 2 diabetes.
- To promote and monitor the delivery of care to Diabetes UK standards throughout the region.
- To develop and maintain effective relationships with NHS organisations, particularly Clinical Commissioning Groups, Clinical Networks, Local Area teams, Public Health and Health and Wellbeing Boards, actively engaging with them and developing plans to improve diabetes service delivery and care (as agreed with Regional Head).
- To promote Diabetes UK campaigns in the region in the areas for which you are responsible.
- To represent Diabetes UK externally and act as a media spokesperson for the localities for which you are responsible regarding Diabetes UK campaigns and NHS engagement activity, alongside Regional Head for the South East.
- To identify and promote best practice in diabetes care and share this as appropriate.
- To be involved in the recruitment, training and support of Diabetes Voices and other influencing/campaigning volunteers, encouraging, supporting and mobilising them to campaign at a local and regional level.
- To provide support to people acting as user representatives with the NHS.
- To monitor and evaluate progress in developing effective relationships and feedback intelligence to the Regional Head and Central teams on a regular basis (through structured processes and mechanisms).
- To undertake any other duties as required by the South East Regional Head to enable the full functioning of the regional team and to support organisational objectives, including attending South East wide clinical networks meetings; standing in on occasion for the Regional Head at other meetings in the South East region and internally, and supporting the rest of the regional team with the delivery of South East wide regional projects not necessarily within the direct remit of this role as and when necessary.
- To work with staff in the Policy & Care Improvement and Communications Directorates to implement and monitor campaigns and influencing plans.
- To line manage the Regional Media Officer, effectively liaising with the central Media Team on a regular basis.

## **PERSON SPECIFICATION:**

### **The best person for this job will be able to:**

- Demonstrate excellent communication and presentation skills
- Present complex information in a form appropriate to the audience
- Build effective relationships and motivate others
- Demonstrate effective team working skills
- Focus on results and impact

### **The best person for this job will have experience in:**

- Proven experience of working in an influencing or campaigning role
- Proven experience in change management systems delivered at a local or regional level
- Working in an NHS environment or in complex large organisations
- Negotiation and persuasion
- Working with volunteers or service user representatives
- Computer skills including Outlook, Word, PowerPoint & databases.
- Knowledge of the voluntary or charity sector
- Knowledge of diabetes or other long term conditions.
- Knowledge of current health policy
- Knowledge of media landscape
- Line management (desirable)

### **The best person for this job will be:**

- Educated to degree level or equivalent
- Credible and have gravitas
- 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 South East and willing to travel to the central office in London.
- Clean UK driving license and access to car for work purposes.