

Engaging Communities Officer

DIRECTORATE:	Operations
SECTION:	Regional Team
REPORTING TO:	Regional Head
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
<ul style="list-style-type: none"> • Volunteers • Regional Teams • Volunteer Development Team • Mobilisation Team • Other teams as needed
Outside Diabetes UK
<ul style="list-style-type: none"> • People living with and at risk of diabetes • The public • NHS organisations • Local Authorities • Voluntary, Community and faith organisations

OVERALL PURPOSE OF THE JOB

Diabetes is the most potentially devastating – and fastest growing – health crisis of our time, requiring ongoing high-quality care and support. There are currently 4.5 million people in the UK living with diabetes, and 11.9 million more at increased risk of getting Type 2 diabetes.

Diabetes UK has a commitment to tackling inequality in all its forms. We have a focus on improving the health of people from black and minority ethnic (BAME) communities with or at risk of diabetes. Our strategy recognises the need to reach more Black and South Asian people and provide information and support on diabetes management and risk through our Community Champions and volunteering

programmes. We also recognise that we can more strongly advocate for local communities through our work to influence the quality of NHS care.

The three Engaging Communities Officers will each co-ordinate this work for one of our regions each working closely with the Senior Engaging Communities Officer, targeting communities where the need is great and work with the wider team to make sure communities are at the forefront of all our work, especially our work to influence diabetes care in the NHS. This role will help increase the diversity of our large volunteer family. It will also participate in our small but growing network of Engaging Communities Officers in other Regions, joining the group to share practice, learn from each other, and develop knowledge and skills as needed.

You will be comfortable working with internal colleagues and external organisations to identify need in communities, using data to support the process. You will have strong skills in engaging Black and South Asian communities and understand population health and health inequality. You will be a confident trainer/facilitator and be experienced in managing your work using project management tools to plan, monitor and develop your work.

MAIN DUTIES AND RESPONSIBILITIES:

Advise the regional team on reaching and engaging Black and South Asian communities, using data and insight to identify priority areas and opportunities

Work with closely with communities, partners and colleagues to understand needs, translating these into practical actions

Support the regional influencing team to engage, understand and advocate for diverse communities in our work with the NHS and other providers of care

Support recruitment, training and retention of Community Champions and other diverse volunteers for the Region, working with the Volunteering team

Develop relationships with people who can act as ambassadors, media spokespeople, case studies and provide insight into communities – enabling Diabetes UK to better meet the needs of diverse communities

Ensure robust systems are in place to manage records, reports as well as to measure the impact of our work with Community Champions and other volunteers

Ensure the needs of communities influence the wider work of the regional team

Participate in the network of Engaging Communities Officers, sharing learning and practice.

Act as a Designated Safeguarding Person, as part of the organisation's Safeguarding team.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Build effective relationships with colleagues, volunteers and communities
- Engage, recruit and motivate volunteers from diverse backgrounds
- Manage a number of projects at the same time
- Make sense of population data and targeting of engagement

- Work collaboratively with colleagues to make sure our work meets the needs of, and is influenced by communities

The best person for this job will have experience in:

- Co-ordinating community health initiatives using appropriate project management techniques
- Managing volunteers from diverse communities, including recruiting, maintaining activity and managing expectations
- Working in the health, charity or community development fields
- Advising colleagues to understand and engage with communities

The best person for this job will be:

- Well-motivated, committed and passionate about improving the lives of those living with diabetes in communities
- Knowledgeable about local NHS systems and structures
- Knowledge of role volunteers can play in improving community health
- Committed to their own professional development and learning
- Willing to work flexibly, with some time outside of office hours and with occasional travel throughout the UK