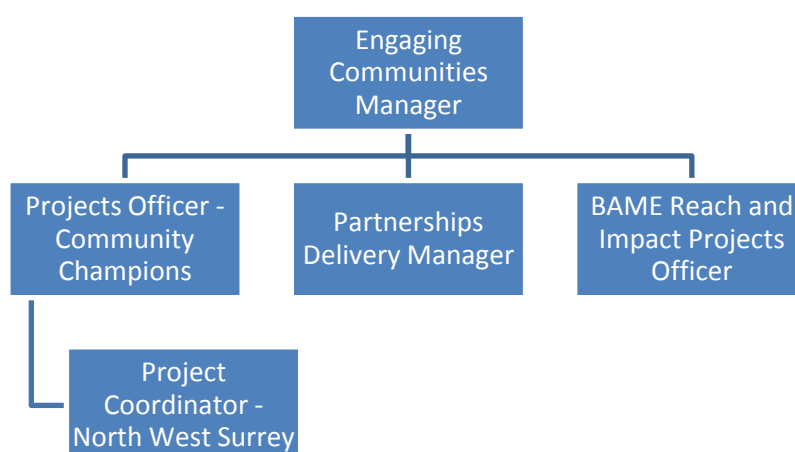


Project Coordinator – Surrey Heartlands

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| DIRECTORATE: | Policy Campaigns and Improvement (PCI) |
| SECTION: | Engaging Communities Team |
| REPORTING TO: | Projects Officer – Community Champions |
| CONTRACT: | Fixed Term – 24 months |



WORKING RELATIONSHIPS:

| Inside Diabetes UK |
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| South East (regional) team and other departments as and when required |
| Outside Diabetes UK |
| People living with or at risk of developing diabetes, local health and social care providers, Surrey Heartlands Diabetes project teams, voluntary and community sector, faith groups, local Council and University staff |

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 4.6 million people in the UK living with diabetes, and 12.3 million more at increased risk of getting Type 2 diabetes.

Diabetes UK has a commitment to reaching, engaging and improving the health of people with diabetes or at risk of developing type 2 diabetes. We are currently delivering ambitious plans to reach more people through our Community Champions programmes. Community Champions are volunteers who provide information and support on diabetes management and risk. The programmes are delivered in partnership

with local NHS and local authorities. We are also working hard to make sure we support BAME communities through all the work of Diabetes UK.

This role will help deliver a Community Champions programme across Surrey Heartlands focused on engaging with citizens to discuss prevention and better self-management of diabetes. The Champions will focus, but not be limited to, engaging with groups such as BAME, Gypsy, Traveller and Roma, and University student communities. You will work with organisations connected to the local communities to recruit, train and support at least 20 Community Champions over the next 24 months. You will be confident engaging community members, voluntary and statutory organisations and be persuasive in encouraging people to sign up. You will also be confident in managing the work using project management techniques to plan, monitor and develop the work.

MAIN DUTIES AND RESPONSIBILITIES:

Build and manage relationships with key stakeholders:

- Build and manage relationships with voluntary and community sector organisations, faith groups, and relevant contacts within the local council and University
- Work with local healthcare providers to promote referral into the programme and build links to local services to include structured education
- Ensure partners and key stakeholders are involved in media coverage and other communications for raising profile of the programme.

Implement a community-based intervention through trained Community Champions to support individuals to make informed choices around reducing their risk of diabetes or managing their diabetes better:

- Work with different stakeholders to attract a representative pool of Community Champions from targeted areas
- Work with key partners to organise the training and support for Community Champions
- Plan and deliver training for Community Champions
- Be responsible for some budgetary functions
- Use the available intelligence and data to deploy the Champions in identified locations
- Ensure the plan for monitoring are in place from the outset and implemented effectively

Support Community Champions to reach the targeted communities:

- Identify events and opportunities for peer to peer engagement and signposting
- Act as the first point of contact for Champions
- Support and encourage Community Champions to get involved in events and engage on service redesign opportunities and/or patient participation groups (PPGs) as appropriate
- Provide Champions with Diabetes UK resources to support engagement
- Identify gaps and areas for further work

Support Community Champions to report their activity using a set of established tools.

Ensure regular reports and progress updates are submitted to all relevant parties.

Other Duties:

- Carry out administrative work required for the job.
- To understand and commit to Diabetes UK's equal opportunities policy.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Communicate confidently (verbal and written communication) with internal colleagues and external partners and clients
- Build and develop relationships with stakeholders and key contacts within the communities identified
- Persuade volunteers to sign up and stay with the programme
- Work under their own initiative, delivering to tight deadlines
- Work collaboratively across the team to create solutions to issues affecting the delivery of the Community Champions programme in Surrey Heartlands
- Promote/present the work of the team at conferences and promotional events

The best person for this job will have experience in:

- Coordinating projects using project management techniques
- Managing BAME, bilingual and other volunteers, including recruiting, maintaining activity and managing expectations
- Working in the health, charity or community development fields
- Delivering presentations or training sessions
- Writing clear performance reports
- Using all Microsoft Office programmes to a proficient standard

The best person for this job will be:

- Driven, committed and passionate about improving the lives of those living with or at risk of diabetes in Surrey Heartlands
- Knowledgeable about local NHS systems and structures
- Knowledgeable of the role volunteers can play in improving community health
- Willing to work with volunteers from a diverse range of backgrounds, to include University students
- Able to demonstrate how effective engagement can encourage behaviour change that improves health outcomes
- Committed to their own professional development and learning
- Willing to work flexibly, with some time outside of office hours and with travel across the region