

Job Title
Diabetes Support Worker (Regions)

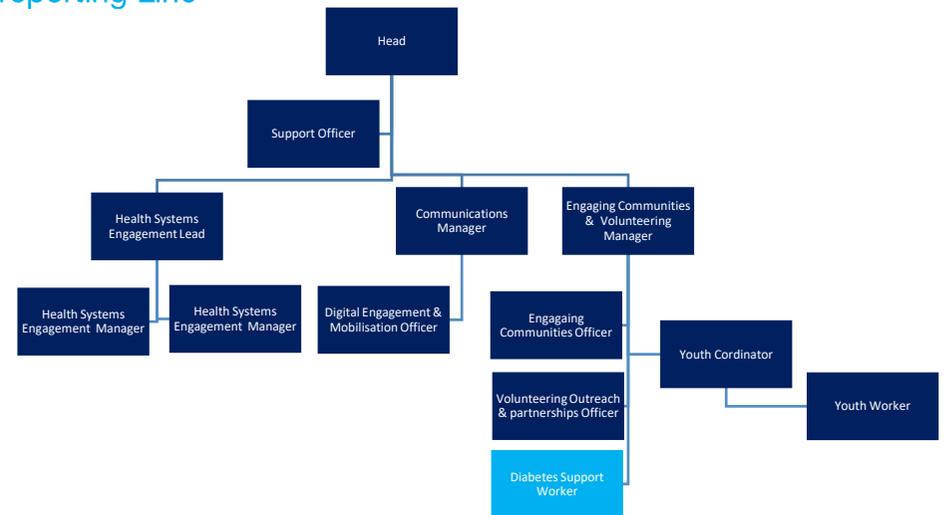
Key focus of the role
We're working to help people live better and more confident lives with diabetes, and ensure they receive the quality care and support they need to manage their diabetes well. The Diabetes Support Worker plays a key role within the team, to connect people living with or at risk of diabetes, and their carers, with the information and support they need to improve wellbeing and put them more in control of their lives. They will work with our network of volunteers, groups, community organisations and local partners to help connect more people to information, support and key services needed to help them live well with diabetes and access the quality of care and support they need.

- Key deliverables**
- To work closely with the Engaging Communities and Volunteering Manager, and the wider team, to support the development and delivery of an effective and meaningful community engagement and volunteering plan across the region.
 - To work with the Engaging Communities and Volunteering Manager to map and build strong links with community organisations, local partners and providers of health, social and community services, and develop and maintain a database of support services relevant to people living with diabetes in their local community.
 - To support and enable Diabetes UK volunteers, groups and communities to build effective local connections with the above services and their wider diabetes communities to grow our reach at a local level.
 - To assist people to identify their needs and access the right support and services within their local community and/or Diabetes UK with particular focus on the more deprived or less often seen and heard communities in the region.

Directorate and team
This role sits in the Midlands & East team in the Operations Department



Job and reporting Line



<p>Contractual information</p> <ul style="list-style-type: none">Contract type: PermanentHours: 35 (full-time)Pay range: Band 7	
<p>Key working relationships internal</p> <p>Regions/Nations operational teams, Engaging Communities and Volunteering Team, Community Fundraising, Customer Care Centre, Care team.</p>	
<p>Key working relationships external</p> <p>People living or affected by diabetes; general public, other local agencies across statutory and voluntary sector and commercial and community organisations, health care professionals, community organisations.</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

Managing resources	Communicating with others	Collaborating with others	Building external relationship
<ol style="list-style-type: none"> 1. Work with the Engaging Communities and Volunteering Manager, and wider team, to map out, develop and maintain a database of local support services of relevance to people living with or at risk of diabetes. 2. Develop and maintain an excellent understanding of Diabetes UK support services at a national and local level, contributing to the development of supporting resources where needed. 3. Work within the organisations Keeping Safe, Legal and Healthy requirements to update and manage personal data on internal systems, paying attention to GDPR, confidentiality and safeguarding. 4. Support the Volunteering Outreach and Partnerships Officer to identify potential volunteer opportunities in agreed priority areas, that help respond to the 	<ol style="list-style-type: none"> 5. Support people to identify and access the right local services and support for their needs which may or may not be directly linked to their diabetes care. 6. Be responsible for keeping relevant providers of local services up to date on Diabetes UK and our local and national services. 7. Raise awareness of diabetes through engagement with community organisations and local partners, helping them to understand the needs of people affected by diabetes and an awareness of Diabetes UK support and services. 8. Working with the Digital Engagement and Mobilisation Officer to target and grow our online presence through social media to engage key audiences and promote our services. 	<ol style="list-style-type: none"> 9. Support and enable Diabetes UK volunteers, groups and communities to build effective connections with local services, and their wider communities, to grow our reach and support more people to live well with diabetes. 10. Work with the wider Engaging Communities and Volunteering Team to identify where demand for services and support exists in order to inform and steer development of volunteer roles. 11. Support local outreach activities and engagement events, communicating information to contacts and local people who will benefit from attending, where appropriate. 	<ol style="list-style-type: none"> 12. Support the establishment and growth of excellent relationships with a range of people including service providers, health and social care professionals' community groups and other charities in order to better service the needs of those reaching out for support. 13. Support the engagement of people living with, and at risk of diabetes to ensure their expertise and experience helps to inform our thinking and work. 14. Support the wider community engagement and volunteering team in the development of partnerships in agreed priority areas, providing context and information about the local community and services available.

needs of local people in accessing information and support for diabetes.			
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Skills, knowledge and behaviours – How you need to do it

Managing resources	Communicating with others	Collaborating with others	Building external relationship
<ol style="list-style-type: none"> 1. Self-motivated with excellent administration and organisational skills, with an ability to work well under pressure and prioritise your workload. 2. Excellent understanding of the importance of GDPR and safeguarding policies and maintaining internal systems and records to agreed standards. 3. Excellent IT skills across all Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audiences. 	<ol style="list-style-type: none"> 4. Ability and confidence to communicate with a diverse range of people and communities including those facing challenging social situations or with additional needs. 5. Experience of engaging and motivating local people, volunteers, and groups, providing support and connection using excellent communication and interpersonal skills. 6. Excellent listener and passionate about helping others. 7. Ability to formulate and communicate clear messages in a range of formats including but not exclusive to reports, presentations and social media. 	<ol style="list-style-type: none"> 8. Ability to work effectively with volunteers, community groups and partners to provide support and direction and enable them to engage in a range of opportunities. 9. Able to work as part of a team with colleagues and be able to escalate issues and concerns to your line manager. 10. Experience of identifying potential areas of collaboration and partnerships and supporting a team to develop these. 	<ol style="list-style-type: none"> 11. Ability to form effective relationships with a range of people including health and social care professionals, community groups and organisations and people with lived experience. 12. Experience of promoting important messages to a range of audiences, tailored where necessary for local need. 13. Experience of engaging individuals, groups or communities that are seldom heard and may not be easily visible, and engaging service users, or people with lived experience, meaningfully.

Qualifications – Qualifications you need to carry out this role

- Willing to work flexibly and outside of normal office hours and weekends and travel as necessary and agreed with the Engaging Communities and Volunteering Manager.