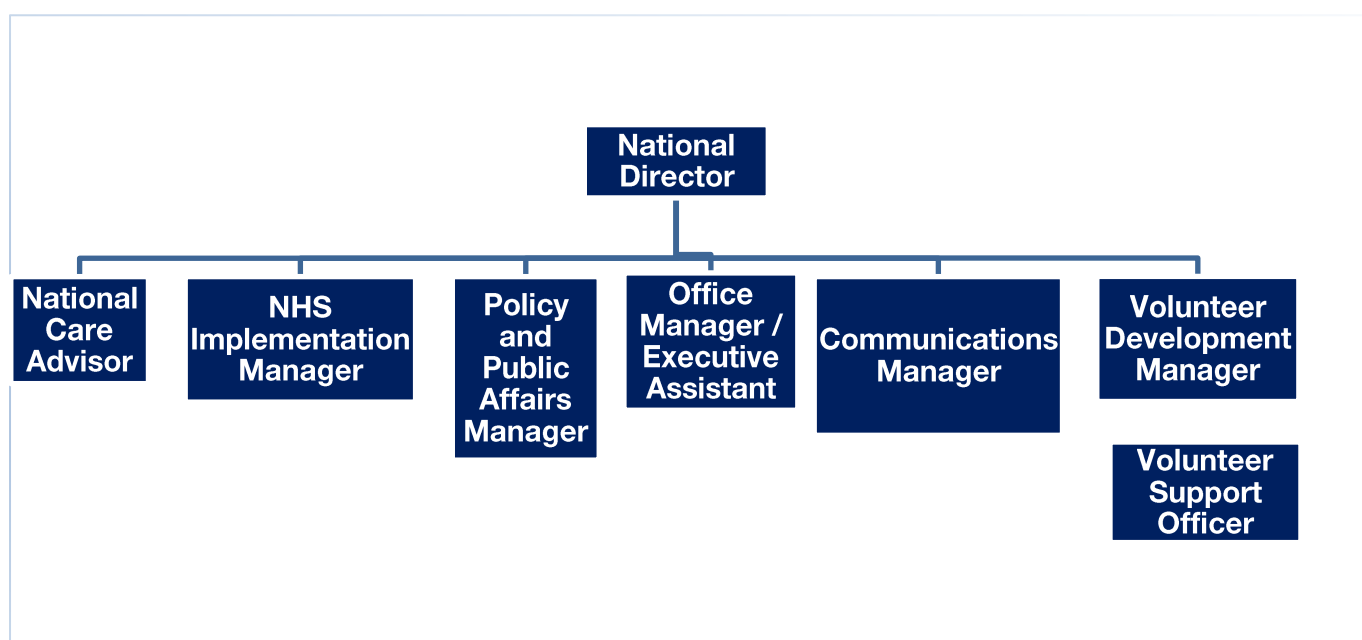


NHS Implementation Manager

DIRECTORATE:	Operations
SECTION:	Wales
REPORTING TO:	National Director
CONTRACT:	Permanent Full-time



WORKING RELATIONSHIPS:

Inside Diabetes UK
Wales Team (especially Care Advisor, Volunteer Development Manager, Assistant Director Operations, National & Regional Teams, Healthcare Professional Engagement Team)
Outside Diabetes UK
National Clinical Lead for Diabetes Wales & Team, Health Boards, Primary Care in Wales (Clusters & GPs), PCDS, WAND, WEDS

OVERALL PURPOSE OF THE JOB

The purpose of the role is to support the development, delivery and audit of Diabetes Services in Wales. This role will help Diabetes Cymru implement the Diabetes Delivery Plan with relevant parts of the NHS in Wales. The successful candidate will partner National Director Wales in maintaining relationships with key stakeholders in the NHS in Wales & to operationalise, implement, oversee, & evaluate the Direct Enhanced Service and other key aspects of the Diabetes Delivery Plan partnering key stakeholders in the NHS. The objective is to create an excellent, sustainable services for people living with diabetes in partnership with the Health Boards.

The Diabetes Delivery Plan 2016-2020 for Wales has recently been published in order to support achievement of the aims of this plan which is the development of excellent, sustainable services for people living with diabetes in Wales or who are at risk of developing diabetes a DUK post holder is required to support collaborate and campaign across all NHS Wales boundaries in a joined up collaborative approach to further co-production between NHS diabetes services and people living with diabetes in Wales.

Pivotal to this is the development of a co-ordinated pan wales approach to support the disparate work streams and projects aimed at improving diabetes care across Wales in line with national standards.

The post holder will provide coordination, sharing of identified best practice and inform of each health board performance against agreed national standard via an agreed score card system based on NDA audits.

A robust project management approach is required to ensure deliverables are achieved aligned to stated national timeframes. Utilising a balanced approach to supporting agreed work streams across the seven local health boards as well as with service users and their families, Welsh Government to facilitate the implementation of the standards of care.

The post holder will facilitate data collection for the National Diabetes Audits (General, Foot Care, Pregnancy, Inpatient, Pump, Audit+), as well as analysing the complex data. The post holder will assist with the integration of key learning from network projects and work streams in the form of written reports, letters, conference organisation and other media.

The aim of this post fundamentally to improve the quality of care that people living with diabetes, their families and carers receive throughout their journey from diagnosis or from transition to adult services by developing an **integrated, coordinated** and **person centred** approach to service delivery for all across the region. The aim is also to prevent the development of diabetes in those who are at high risk of diabetes.

Priority project areas for this post will be agreed annually via objectives as set by Director of DUK Cymru and DUK accordingly against UK priorities.

MAIN DUTIES AND RESPONSIBILITIES:

- Identify key stakeholders and facilitate their participation and interest in projects via the appropriate part of the NHS/Health Board & the Wales Volunteer Development Manager & Care Advisor.
- Identify and assess the benefit and risks associated with the various work streams alongside a plan for delivering benefits and strategies to mitigate risks and resolve issues.
- To ensure people with diabetes have a central role in the development and monitoring of the services being designed and implemented.
- To regularly use IT & audit systems (NDA, Audit+ & NPDA etc.) to provide reports associated with the delivery and implementation of the work plan.

- The post holder will develop robust communications opportunities in order to best effect the wider NHS Wales diabetes service delivery and will additionally influence and/or propose changes across the wider pan Wales diabetes issues.
- To work effectively within teams, demonstrating sound leadership capabilities in managing change, to support the design of the service improvements for people living with diabetes and their families.
- Ensure teams and relevant stakeholders have opportunities to effectively contribute to the development of joint plans & facilitate partnership working.
- To communicate effectively with others, employing skills to motivate negotiate and influence opinions both from within DUK and externally with our partners in diabetes service delivery and support.
- Provide appropriate continuing professional development opportunities to clinicians, management and staff at all levels
- To ensure a consistent and joined up approach to the development of diabetes services across the region aligned to the overarching vision of Diabetes UK.
- Monitor and evaluate work streams process in order to facilitate the achievement of project objectives while ensuring projects are kept to agreed timetables.
- **GDPR/Data Protection:** The post holder has a legal responsibility to create, appropriately maintain, store and destroy records and other information handled as part of their role in keeping with the requirements of the GDPR.
- The job description will be reviewed periodically to take into account changes and developments in the diabetes delivery strategy in Wales.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Understand the Welsh and English agenda for diabetes and the current changes/development in the field of diabetes.
- Understand how the NHS in Wales works and the roles of the key agencies within the NHS
- Understand the needs of PWD
- Understand and have a working knowledge of key diabetes documents and frameworks and how these relate to current practises in diabetes management e.g. the Diabetes Delivery Plan, NSF, NICE documents
- Identify the key players in the field at a regional and national level and build relationships with these people to further the work of the Diabetes UK Cymru
- Initiate and lead service user engagement to enable them to communicate with the Health Boards
- Think strategically and translate these thoughts into action plans with the rest of the team
- Think creatively to solve problems, recognising that one solution does not always fit all
- Communicate effectively and efficiently with key stakeholders
- Demonstrate a flexible approach to work patterns
- Prioritise workload

The best person for this job will have experience in:

- Negotiating and liaising across business services.
- Compiling and writing strategic business plans and taking a lead role in bringing these to fruition.
- Leading change in service development and improvement.
- Working closely with key NHS/other government agencies to bring about change.
- Instigating and managing engagement with stakeholders
- Working with a wide range of clinical staff and teams
- Project Management (desirable)
- Co-ordinating/managing a clinical network (desirable)
- Working in the field of diabetes (desirable)

The best person for this job will be:

- Educated to Degree level or equivalent level of experience
- A holder of a UK Driving licence
- Able to operationalise a vision for a service
- Able to present information in an accessible manner to a variety of audiences and with an eye for detail
- Able to co-ordinate and chair strategic meetings.
- Able to be work well in a team
- Able to instigate and lead change within organisations.
- Fully competent in the use of Microsoft office

- Qualified in project management (desirable)
- Qualified (or equivalent specialist experience) to post graduate diploma level (desirable)