

Job Title

Improving Care Manager - South West

Key focus of the role

Working closely with the Regional Head 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, diabetes prevention and care within the NHS and other organisations.

Key deliverables

- Develop and maintain constructive and effective relationships with NHS and other organisations, actively engaging them to improve diabetes service delivery & care.
- Monitor delivery of diabetes care and promote Diabetes UK campaigns in the region.
- Represent Diabetes UK externally and act as a media spokesperson regarding campaigns and engagement activity.
- Work with volunteers and people with diabetes to support the aims of improving diabetes care and service delivery.

Contractual information

- Contract type: Permanent
- Hours: Full time (35 hours)
- Pay range Band: 5

Key working relationships internal

Regional team; other Regional & National teams; colleagues from across Policy, Campaigns & Improvement Directorate; Volunteers.

Key working relationships external

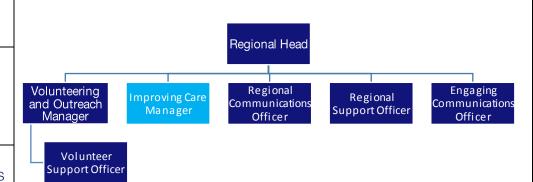
NHS bodies; Health Care Professionals; people living with diabetes.

Directorate and team

This role sits in the South West regional team of the Regions and Nation team in the Operations Directorate



Job and Reporting Line





All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

- the key activities you'll undertake (the What) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (the How).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities - What you need to do



Skills, knowledge, experience and behaviours - How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Making change happen	Setting & delivering strategy and objectives	Building external relationships	Managing and developing self
 Demonstrate experience of making change happen through influencing and/or campaigning, preferably in a healthcare situation. (S) Use negotiation and persuasion in making change happen. Demonstrate ability to think critically and be solution focused, in order to drive through positive changes for people with diabetes. 	 4. Work independently, once objectives agreed with manager, to ensure plans to improve service delivery and care are implemented to a high standard, and adapting plans as appropriate to meet evolving circumstances. 5. Take a proactive approach to identifying what needs to be done and making this happen. (S) 6. Strong project and event management experience, including experience of managing multiple, complex projects. (S) 	 Experience of building and maintaining professional relationships. Experience of working with volunteers or service users Experience of working (S) effectively with people at different levels within an organisation and from diverse backgrounds. (S) 	 10. Demonstrate understanding of and experience of working in, or with, NHS systems or in other large, complex environments. 11. Show knowledge of diabetes or other long-term conditions and how this learning will develop further. 12. Able to manage own time effectively whilst working flexible hours, including some weekends and evenings. 13. Willing to travel extensively across the region and willing to travel to Central Office in London and other regional and national offices as required for meetings.

Qualifications – Qualifications you need to carry out this role

Have a clean driving license and access to your own car for work purposes (Desirable)

