

**Job Title – Community Champions Officer**

<b>DIRECTORATE:</b>	Policy, Campaigns and Improvement (PCI)
<b>SECTION:</b>	Engaging Communities Team
<b>REPORTING TO:</b>	Engaging Communities Manager
<b>CONTRACT:</b>	Permanent



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
<ul style="list-style-type: none"> <li>• Engaging Communities Team</li> <li>• Community Champion Volunteers</li> <li>• Regional Teams</li> <li>• Volunteer Development Team</li> <li>• Mobilisation Team</li> <li>• Fundraising Team</li> <li>• Finance and HR Team</li> <li>• Policy, Campaigns and Improvement Directorate</li> </ul>
<b>Outside Diabetes UK</b>
<ul style="list-style-type: none"> <li>• Community Champions and People living with diabetes</li> <li>• Potential Community Champions</li> <li>• CCGs and Local NHS organisations</li> <li>• Local Authorities</li> <li>• BAME Voluntary, Community and faith organisations</li> <li>• Other funding organisations (grant making bodies, industry sponsors etc)</li> </ul>

## **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 reaching, engaging and improving the health of people from black and minority ethnic (BAME) communities with or at risk of diabetes. We are currently delivering ambitious plans to reach more people through our Community Champions programmes. Community Champions are volunteers from communities 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.

We are looking for a self-motivated Community Champions Officer who has a passion for people and community engagement. This role will lead the Community Champions programme delivered through local NHS partnership and Local Authority Organisations. You will work with both internal and external organisations connected to local communities to recruit, train and support our Community Champions. You will be confident engaging diverse communities, voluntary and statutory organisations and be persuasive in encouraging people to sign up. You will also be confident in managing your work using project management tools to plan, monitor and develop the work.

## **MAIN DUTIES AND RESPONSIBILITIES:**

To lead on developing the right approach to the recruitment and retention of Community Champions that meet the needs of people living and at the risk of type 2 diabetes.

To work with closely with our communities and partners to understand their needs, translating these into practical actions in recruiting appropriate community champions.

To recruit and train community champions to the required standard.

Developing key community champions to act as ambassadors, media spokespeople, case studies and provide insight into communities – enabling Diabetes UK to better meet the needs of diverse communities.

As and of when required to lead on specific commissioned projects, ensuring the most effective deployment of community champions.

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

Ensure that monitoring systems are up to date and comply with the relevant provisions of the Data Protection Act and to produce data analysis reports as required.

To take the lead on organising annual event for the Community Champions with the primary objective of strengthening our relationships, rewarding and recognising the efforts made by champions and providing an opportunity to meet a range of stakeholders.

To participate in and undertake speaking at events and confident in delivering presentations to stakeholders

## PERSON SPECIFICATION:

The best person for this job will be able to:

- Build effective relationship across organisation that motivate others
- Communicate confidently (verbal and written communication) with internal colleagues and external partners and clients
- Encourage Community Champions to sign up and stay with the programme
- Work under their own initiative, delivering to tight deadlines
- Work collaboratively across teams deliver our Community Champions programme
- Promote, deliver presentations to raise the profile of our work at conferences and promotional events

The best person for this job will have experience in:

- Co-ordinating community champions programmes using project management tools
- Managing BAME, bi-lingual and other volunteers, including recruiting, maintaining activity and managing expectations
- Working in the health, charity or community development fields
- Writing clear performance reports and reporting on the team key performance indicators
- Using all Microsoft Office programmes to a proficient standard

The best person for this job will be:

- Well-motivated, committed and passionate about improving the lives of those living with and at risk of diabetes in communities
- Knowledgeable about local NHS systems and structures
- Knowledge of role volunteers can play in improving Community health
- 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 occasional travel outside of office hours and throughout the UK