

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**DIABETES SUPPORT  
WORKER**

# WHO WE ARE

**For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.**

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

**Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.**





# JOB DESCRIPTION

Role title: Diabetes Support Worker

Contract type: Full Time (12 Month Fixed Term Contact)

Hours: 35

Band: 7

## Key relationships (internal and external):

Region/Nation and central volunteering/community engagement team; fundraising colleagues; finance team. People living with or affected by diabetes; general public; community groups, organisations and leaders; other local agencies across statutory, voluntary and commercial sectors; health care professionals

## Key focus of the role:

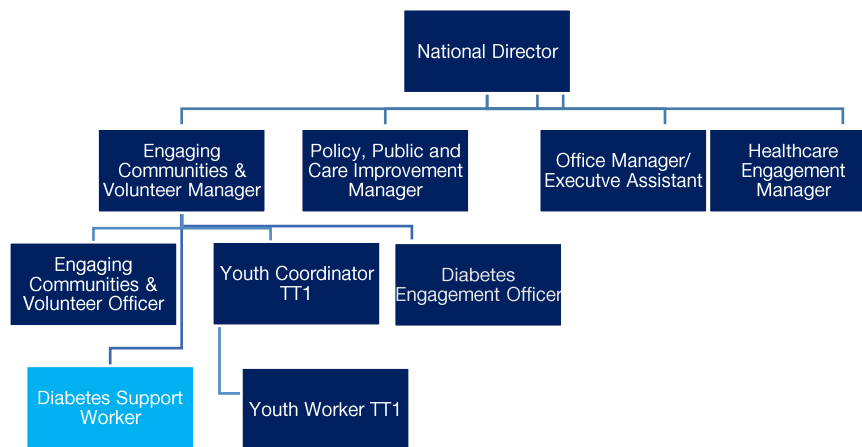
The Diabetes Support Worker plays a key role within the team, to connect people living with or at risk of diabetes, and their carers, with the information and support they need to improve wellbeing and put them more in control of their lives. They will work with our network of volunteers, groups, community 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.

## Directorate and team

This role sits in the [Northern Ireland Team](#) in the [Services, Communities, and Improvement Directorate](#)



## Northern Ireland Team



## Main responsibilities

- work closely with the engaging communities and volunteer manager and the wider team, to support the development and delivery of an effective and meaningful community engagement and volunteering plan across the region
- work with the Engaging Communities and Volunteer 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
- 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
- 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.

## Person specification

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)

### You will be able to:

- Contribute positively to the team and the wider organisation demonstrating a positive, collaborative, and problem-solving approach
- Work independently and manage a busy and varied workload often with competing priorities
- An ability to communicate with a range of stakeholders in ways which demonstrate professionalism, compassion, and integrity.
- An ability to inspire and motivate people to engage in realising the vision of the organisation
- Have a desire to thrive in this role and to support those around you to thrive

### You will have experience in:

- Experience of identifying potential areas of collaboration and partnerships and supporting a team to develop these
- Experience of promoting important messages to a range of audiences, tailored where necessary for local need.
- Experience of engaging individuals, groups or communities that are seldom heard and may not be easily visible, and engaging people with lived experience, meaningfully.

**You will have skills in:**

- Self-motivated with excellent administration and organisational skills, with an ability to work well under pressure and prioritise your workload.
- Excellent IT skills across all Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audience
- Ability and confidence to communicate with a diverse range of people and communities including those facing challenging social situations or with additional needs
- 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.

**You will have knowledge:**

- Demonstrable knowledge of health and social care services, voluntary and community-based organisations.
- Knowledge of diabetes and the impact of long-term conditions on people's physical and psychological wellbeing
- Knowledge and understanding of the importance of GDPR and safeguarding policies and maintaining internal systems and records to agreed standards

**The best person for this job will be (behaviours):**

- Ability to work independently, cooperatively and as part of a team.
- Ability to work flexibly and out of hours as required
- Willing to work flexibly and outside of normal office hours and weekends and be able to travel using your own car

**Qualifications/professional membership (if applicable):**

# benefits

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



## Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



## Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



## Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



## Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



## Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



## Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

