

Momenta Newcastle

Position: Primary Care Engagement Officer

Region: North East & North Cumbria

Role: Half-time

Salary: Full-time equivalent £25,500-27,000 depending on experience (£12,750-£13,500)

Application deadline: As stated on website (please send CV and cover letter)

About us

Momenta Newcastle was set up in 2019 to support people with Type 2 diabetes to lose weight and, where possible, achieve remission. We now also deliver our Cardiovascular Disease Prevention and Weight Management programmes in several areas around the country. Our team combines almost 20 years' experience of developing world-leading evidence-based behaviour change programmes with a deep understanding of the science behind Type 2 diabetes remission (low calorie diets), weight management and cardiovascular disease. See

<https://momentanewcastle.com/>

Our passion is to support and empower as many people as possible with our cutting-edge programmes – safely and affordably. We have recently been awarded a contract to deliver the NHS Low Calorie Diet programme across the North East and North Cumbria, working closely with primary care (at ICS, CCG, PCN and GP practice level) and NHS England as well as many local partner organisations. We are excited to build our team to deliver these ground-breaking services.

About the opportunity

We are now recruiting for a motivated, professional and dedicated half-time Primary Care Engagement Officer to raise GP practice awareness of the NHS Low Calorie Diet or Diabetes Remission programme across the North East and North Cumbria and support them to identify and refer their eligible and interested patients. This role requires excellent verbal and written communication and administration skills, flexibility and the ability to prioritise and meet tight deadlines.

As Primary Care Support Officer you will work with Management and proactively engage and liaise with GP practices and Primary Care Networks to maximise eligible referrals to the service. Activities at all levels of primary care will include raising awareness of the service, explaining the details of the service, the respective roles and responsibilities of primary care and Momenta and how to identify and make eligible referrals. You will do this with individuals in the practice, at practice or Primary Care Network (PCN) meetings and at other events, including organising and delivering relevant training. You will not have clinical responsibilities.

You will report to Jon Scott, our Health and Wellbeing Manager, and coordinate with our Coordinator and the Adviser team to prioritise outreach and support across different geographical areas, liaising with PCN and Integrated Care Partnership (ICP) staff as appropriate, with a focus on underserved areas in order to help address health inequalities.

We will train you in all relevant operational and organisational policies, processes and systems.

Your key responsibilities

- Raise awareness of the service directly with relevant staff at GP practices, including practice managers, GPs, nurses, pharmacists, dietitians and other roles. You will do this in

- in a professional, engaging and motivational way, in keeping with our training, approach, quality standards and ethos
- Seek out relevant staff by phone, email and meetings (virtual and in-person), following up on introductions and contact lists
 - Distribute marketing materials to practices and attend relevant diabetes care and health promotion events
 - Support those practices and staff to make referrals by:
 - Explaining the programme, process, timelines and roles and responsibilities
 - Supporting with accessing and running the appropriate register search (on EMIS or SystemOne and sending invitation letters / texts
 - Completing referral and medication adjustment forms correctly.
 - Identify diabetes leaders and advocates at PCN level and further support collaboration and sharing lessons learned across these individuals
 - Raise awareness of other relevant local services
 - Assist your Manager and Adviser colleagues by focusing on specific practices if required and liaising with practices to generate high quality and timely referrals
 - Liaise with others as appropriate (e.g. Medical Director, Coaches) and attend virtual monthly team meetings
 - Proactively contribute ideas to improve the service
 - Do the above proactively, positively and tirelessly.

We are looking for people who meet the following essential criteria:

- Based in and willing and able to travel across the North East & North Cumbria and be comfortable with remote-working and technology
- Passionate about helping participants improve their health and wellbeing
- Have a confident, engaging and professional communication style
- Well organised, persistent and strong team player, self-motivated and punctual
- Strong customer service, service promotion and partnership ethos
- Willing and able to work from home and travel (mileage paid)
- Flexible with respect to working hours
- Proficient in Microsoft Office applications and comfortable being trained to use new systems, including reporting. Fluent in written and spoken English
- Excited about the prospect of supporting people with Type 2 diabetes improve their access to this new service to improve their health and, where appropriate, put their diabetes into remission.

The following criteria are also desirable:

- Experience of working in or with GP practices or other healthcare settings
- Experience of EMIS and/or SystemOne systems
- Understanding of Type 2 diabetes and/or weight management
- Experience of marketing, training or partnership working
- Interest in delivering the programme as a Health & Wellbeing Coach as an additional role
- Interest in taking on additional work as we grow the organisation.

To apply

Please email your CV and cover letter to people@momentanewcastle.com

Notes: Successful candidates will be required to complete an enhanced Disclosure & Barring Service check and show appropriate proof of Covid vaccination.

You can find out more about us [here](#), and our parent company Discover Momenta [here](#).