
Engagement Lead

Hybrid | Full time

Location: Hybrid working - homebased with some travel across defined geographical regions.

Employment Type: Part-time permanent (3 days per week)

Salary: £23,500 - 30,000 pro rata

About us

Momenta Newcastle is the delivery arm of Discover Momenta, initially set up to support people with Type 2 diabetes to lose weight and, where possible, achieve remission. We were commissioned by NHS England to deliver their Type 2 Diabetes Path to Remission programme (T2DR), formerly the NHS Low Calorie Diet (LCD) both 1:1 in-person and digitally via our app. We currently deliver T2DR in Birmingham and Solihull, North East & North Cumbria, Somerset, Greater Manchester, South Yorkshire, Leicester, Leicestershire and Rutland, Bath North East Somerset, Swindon & Wiltshire, Bristol, North Somerset, South Gloucestershire, Mid & South Essex and have recently won an additional three areas: Cheshire & Merseyside, Coventry & Warwickshire, and Dorset.

Discover Momenta, set up in 2013, is a leading developer of evidence-based, outcome driven, healthy lifestyle solutions. These condition-specific services help people negotiate the many day to day challenges they face in living healthier lives, with a focus on weight management. Our senior team have worked together for almost 20 years and our passion is to support and empower as many people as possible with our cutting-edge programmes – safely and affordably. Our world-class behavioural interventions are delivered UK-wide in the heart of local communities by many different partners, as well as Momenta Newcastle. Our programmes' excellent health outcomes were recognised by being highly commended at the Diabetes Quality in Care Awards 2020.

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About the opportunity

As an Engagement Lead, you will play a vital role in promoting and facilitating the referral of patients to our programmes. You will work closely with healthcare professionals, primarily in primary care settings, to ensure they have a comprehensive understanding of the programmes we deliver. Your primary responsibility will be to drive the referral volume and quality, focusing on specific Integrated Care Board (ICB) areas. Additionally, you will target GP practices to ensure equitable access for underrepresented patient groups. This is key role with a strong emphasis on achieving performance targets.

Key responsibilities

- Develop and maintain strong relationships with healthcare professionals, particularly in primary care settings, to promote programme awareness and encourage patient referrals.
- Collaborate with healthcare professionals to educate them about the programmes, their benefits, and referral processes, ensuring they have the necessary knowledge to confidently refer eligible patients.
- Work closely with the Operations Manager to define and implement strategies for achieving referral targets and KPIs.
- Monitor referral volume and quality by geographical ICB areas, regularly analysing data and identifying opportunities for improvement.
- Identify specific GP practices where referrals from underrepresented patient groups may be lacking and devise targeted engagement strategies to address this disparity.

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Key responsibilities

- Conduct training sessions, workshops, and presentations to healthcare professionals to increase their understanding of the programmes and facilitate high-quality referrals.
- Provide ongoing support and guidance to healthcare professionals, answering their queries and addressing any challenges they may encounter during the referral process.
- Collaborate with the Operations Manager and other team members to develop and implement marketing and promotional materials to enhance programme visibility and referral rates.
- Maintain accurate records of engagement activities, referral data, and outcomes, ensuring timely reporting to the Operations Manager.

Essential Criteria

- Experience in a relevant field such as public health is a plus.
- Strong interpersonal and communication skills, with the ability to build rapport and influence healthcare professionals.
- Target-driven mindset with the ability to achieve performance goals and meet referral targets.
- Knowledge of primary care settings and healthcare systems, including an understanding of referral processes.

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Essential Criteria

- Analytical skills to interpret referral data, identify trends, and make data-driven recommendations for improvement.
- Ability to work independently and as part of a team, collaborating effectively with colleagues and stakeholders.
- Excellent organizational skills and attention to detail, with the ability to manage multiple priorities and deadlines.
- Proficiency in using Microsoft Office and CRM software applications.

To apply

Please email us at people@momentanewcastle.com with a copy of your CV, highlighting relevant experience and why you are interested in the role.

Successful candidates will be required to compete an enhanced Disclosure & Barring service check

Find out more about us at www.momentanewcastle.com