

## Role Profile

<b>Role</b>	Stroke Association Support Coordinator	<b>Location</b>	Homebased, Crewe, however, frequent travel will be required as part of this role (includes team meetings or other work-related meetings).
<b>Accountable for</b>	Volunteers	<b>Accountable to</b>	Service Delivery Coach
<b>Core Anchor Level</b>	Deliver	<b>Travel</b>	Frequent
<b>DBS check</b>	Yes	<b>Salary   Grade</b>	Circa £17,000 per annum   Grade D
<b>Contract Type</b>	Permanent Contract until 31 March 2027 (subject to renewal of funding)	<b>Hours</b>	21 hours per week

### Overall purpose and impact

Our Locality Impact Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, Stroke Association support groups, and independent groups as part of the Stroke Group Network.

Join us and help to make a difference to the lives of people affected by stroke.

The reason we exist as a charity, which guides and motivates everything we do, is to: **Tackle the devastation of stroke.**

To deliver this, we worked with people affected by stroke to create **three key external areas of focus:**

1. Help stroke survivors and their loved ones to live their best lives after stroke.
2. Catalyse action with decision-makers to drive improvement in stroke.
3. Help and inspire supporters to make their best contribution.

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Our Stroke Support Coordinators provide a lifeline for survivors and their loved ones. They provide vital, one-to-one support that stroke survivors and their families need, for as long as they need it. Our Coordinators work to understand each stroke survivor's individual needs, so they can tailor support to what matters most to them.

The purpose of the role is:

1. To ensure the needs of stroke survivors and carers are identified and addressed throughout their stroke recovery (referral may be early on in the hospital or later in the community).
2. To work collaboratively with a range of organisations, clinicians and other professionals to create meaningful networks, providing the best possible support throughout the stroke pathway and into the community.

Responsibilities	Measured through delivery of
Work with stroke survivors and/or carers to identify their needs, providing person centred support which enables them to achieve their desired outcomes (goals).	<ul style="list-style-type: none"> <li>• Work with personal affected by stroke to understand what matters to them.</li> <li>• Tailored support to meet needs identified</li> </ul> Outcomes (goals) achieved
Deliver an effective service for stroke survivors and carers, in line with Stroke Association case management principles.	<ul style="list-style-type: none"> <li>• Regular case reviews</li> <li>• Clear service expectations</li> <li>• Timely and accurate record keeping</li> </ul>
Ensure that timely, confidential and accurate records are kept on our CRM data base and all data is in line with our retention policy and GDPR compliant.	<ul style="list-style-type: none"> <li>• Accurate and timely CRM records</li> <li>• GDPR compliance</li> </ul>
Produce Local Activity Reports including client stories to demonstrate service impact.	<ul style="list-style-type: none"> <li>• Quarterly Local Activity Reports offering insight and illustrating impact</li> </ul>
Maintain awareness of, and promote where appropriate, the full range of the Stroke Association's support products	<ul style="list-style-type: none"> <li>• Regular signposting and referrals</li> </ul> Clear understanding of support products available
Utilise the Resource Finder or local service directories for signposting/supporting with individual needs.	<ul style="list-style-type: none"> <li>• Support tailored to individual needs</li> </ul>

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	Wide ranging signposts or referrals to support organisations/agencies
Act as a systems leader - collaborating with other professionals and organisations, sharing intelligence and client experience - to champion the best possible support across the stroke pathway.	Regular updates of networking activity
Recruit, develop and manage volunteers to support service delivery for stroke survivors and carers as required.	Volunteer induction
Where appropriate, organise and facilitate effective service group activity for the benefit of stroke survivors and carers in understanding and achieving their goals.	Feedback from attendees and outcomes of group attendance
To ensure that you manage and develop your own personal growth and performance	Evidence of self-directed learning in line with the requirements of the role (personal training record) Completed mandatory training Full engagement with coaching principles Additional training and development opportunities accessed as required
To follow Stroke Association policies and procedures	Familiar with competency framework including our values, mission and vision. Accessed and read the People Handbook and any relevant policies and procedures to the role.
To ensure that the policies and legislation relating to adults at risk and the safeguarding of children are adhered to. It is the responsibility of all staff to be aware of their individual responsibilities and to report any concerns to your coach, the Safeguarding Lead and appropriate external organisation if required.	Accessed and read the People Handbook and any relevant policies and procedures to the role.
Collaborate with colleagues in Locality Impact, and across the organisation to promote and support the wider work of the charity	Examples of collaborative working

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### Person Specification

1. Educated to a minimum of GCSE level or equivalent or have relevant demonstrable industry experience
2. Experience of using technology and IT systems to record and maintain beneficiary data
3. Experience of providing person centred support to empower vulnerable people or people with a disability or long term health condition and their carers
4. Effective listening skills with the ability to communicate clearly and effectively with a diverse audience including anyone experiencing communication difficulties via a combination of face-to-face visits or meetings, telephone calls, emails or letters, and digital methods (such as video calls)
5. Ability to demonstrate empathy whilst working within professional boundaries
6. Ability to manage time and competing demands effectively, working flexibly to adapt to a changing environment
7. Ability to nurture emotional resilience needed to handle a variety of calls, potentially dealing with complex and challenging situations whilst working in your own home
8. Ability to work with minimal supervision, embracing the principles of coaching, whilst recognising when to seek advice or guidance.
9. Ability to demonstrate an understanding of our corporate values and a commitment to diversity and inclusion.
10. Ability to champion the needs of stroke survivors, their families and carers with a range of health and social care support organisations
11. Ability to travel regularly across service area to visit people at home and in community settings\*

\*Candidates must be able to demonstrate how they can meet this requirement of the role.

**Our services are contracted, we currently have funding for this contract until 31 March 2027.**