

Role Profile

Role	Service Delivery Coach	Location	Home-Based North West England with extensive travel across the service areas and wider Locality
Accountable for	Stroke Association Support Coordinators	Accountable to	Service Delivery Lead
Core Anchor Level	Support	Travel	Regular travel within the service areas and further afield to collaborate with colleagues in Locality Impact and other directorates will be essential
DBS Check	Required	Salary Grade	Circa £29,300 per annum Grade E
Contract type	This is a fixed term position (starting September 2026).	Hours per week	28 hours per week

Overall Purpose and Impact
<p>The overarching purpose of this role is to support and empower coordinators to deliver high quality stroke support services, ensuring stroke survivors and their carers receive the best possible support to rebuild their lives after stroke.</p> <p>To do this the role needs to be led by a coaching ethos, acting as a coach, and supporting coordinators to be their best whilst providing support for stroke survivors and their carers, and nurturing their wellbeing - "we care for ourselves as we care for others". The service delivery coach will empower coordinators to take ownership for the continuous improvement of quality and consistency of the services we provide.</p> <p>Whilst a coaching style will be appropriate for many aspects of the role, there will be occasions where strong leadership and management will need to be demonstrated to ensure coordinators are maintaining compliance of the services against organisational and contractual policies and procedures and addressing performance related issues.</p>

Role Profile

Coaches may be required to work across locality boundaries.	
Responsibilities	Measured through the delivery of
Responsible for empowering coordinators to identify gaps and respond to opportunities for service growth, including collating insight and sharing this with Service Delivery Lead	Locality plan development
Ensure capacity for delivery of services by recruiting and supporting Stroke Support Coordinators. Empower coordinators to identify and address capability gaps and build volunteer capacity where required.	Delivery of services within locality; People satisfaction survey
Support coordinators to build strong relationships with key stakeholders to ensure strong integration within the stroke pathway and the relevant community health, social care and voluntary services, including building effective referral pathways both in and out of the service.	Quarterly reports of referrals
Facilitate opportunities for shared learning and sharing of best practice. Feed in outcomes to wider product development and innovation discussions	Evidence of activity; Engagement survey
Empowering coordinators to deliver high quality support in line with statutory and internal policy and procedure and within contract requirements. Support performance improvement where appropriate.	Quarterly reports
Enable coordinators to understand and be responsible for the active monitoring of data quality, reporting and service delivery against their national and local key performance indicators. Empowering staff to take ownership of their service and personal objectives.	Quarterly reports; Annual Objectives; Achievement against delivery plan
Understand relevant policy and procedure (i.e. safeguarding, health and safety and General Data Protection Regulation (GDPR) and empower coordinators to understand them and support with compliance	Quarterly commissioner reports; Complaints tracker; Completion of N1/accident/incident reports; Risk assessments
Responsible for day to day line management of coordinators such as approving annual leave, but escalating any performance or disciplinary related issues to the Service Delivery Lead.	Evidence of activity

Role Profile

Support coordinators to develop and maintain effective relationships and referral pathways between local service provision and the Stroke Association voluntary led groups and Stroke Association network.	Evidence of activity; Service user feedback; Reach of groups and network locally; Quarterly reports
Work with colleagues to collectively empower coordinators to effectively manage service volunteers	Volunteer engagement survey; Quarterly report
Empower coordinators to take responsibility for using feedback from services users to constantly improve the quality of the service provided. Ensure service level insight is fed up to Service Delivery Lead.	Quarterly reports; Key performance indicators; Service user feedback
Oversee the service delivery and quality, reporting any concerns to Service Delivery Lead alongside promoting understanding within coordinator teams	Quarterly commissioner reports; Complaints tracker; Completion of N1/accident/incident reports; Risk assessments
To provide advice, guidance and support for coordinators to enable them to manage their contracts and services in line with agreed expectations and commissioner requirements. Support internal mechanisms to provide practical, problem-solving support for coordinators.	360 feedback; Objectives; Team and directorate charter
Support coordinators to understand their service budget enabling service expenditure to be in line with these.	Financial compliance reports
Support the development of high performing and collaborative teams and culture using coaching principles. Champion and embed our values and new ways of working. Empower coordinators to take responsibility for own training, support and supervision, creating a positive leadership environment.	360 feedback and supervisions; Engagement survey
Empower coordinators to identify and share potential donor and fundraising opportunities with colleagues in Income Generation to support effective stewardship of relationships	Objectives; 360 feedback
To ensure effective people management practices are put in place and carried out in line with our competency framework.	Competency framework; 360 feedback; Objectives

Role Profile

Encourage and support coordinators to source stories of lived experience and work with colleagues in Customer Experience, Systems Engagement and Influencing to ensure these stories are heard externally by decision-makers.	Objectives; 360 feedback
---	--------------------------

Person Specification
<ul style="list-style-type: none"> • Experience supporting remote teams with paid staff and volunteers and experience in growing and developing these teams using a coaching style of management • Knowledge and awareness of health and social care systems, ideally within the stroke pathway • Experience of coaching in a variety of settings with a track record of developing motivated and confident teams • Knowledge of key policies including GDPR, Safeguarding and health and safety, • Experience in managing performance improvement • Experience of championing diversity internally and externally • Ability to effectively balance a number of competing priorities, demonstrating good prioritisation, timekeeping and decision making skills • Excellent IT skills • Excellent communication skills, including those most aligned with coaching principles