

Role	Stroke Support Worker	Location	Home based. <u>London</u> with frequent travel to King's College Hospital
Accountable for	N/A	Accountable to	Product Delivery Lead
Core Anchor Level	Support	Travel	Frequent travel, at least twice weekly, to King's College Hospital. Travel may also be required for Team meetings, external stakeholder meetings
DBS check	Yes	Salary Grade	Circa £17,000 – £22,600 per annum depending on hours (inner London weighting £3,950 per annum/pro rata or outer London weighting £2,457 per annum/pro rata may be applied in accordance with where you live) D
Contract Type	12-month fixed term contract	Hours	21 - 28 hours per week with a minimum of 21 hours. The exact weekly hours (up to 28) will be agreed with the successful candidate.

Overall purpose and impact

The Stroke Association has been testing how to connect people affected by stroke to Stroke Association support in the acute phase.

The Stroke Support Worker role focusses on providing support through conversations with people affected by stroke in the hospital setting and working with the Integrated Offer project team to implement new elements of the testing.

We want to build on our knowledge around connection, effectiveness, integration and reach through a test and learn research approach. While early data suggest these conversations are effective at providing connection in the moment, we want to continue to understand how to connect people longer-term to post-acute stroke support while exploring the long-term impact of in-hospital conversations

Working in King's College Hospital the Stroke Support Worker will:

1. Deliver **person centered conversations** with people affected by stroke on the acute ward.
2. **Following an initial conversation, test** how people affected by stroke connect with the Stroke Association next, and what they connect to.
3. Explore how **to increase connection** with those who are **not present on the ward** at the same time as us.

(we may test some or all the above)

To maximise reach, hospital sessions will be spaced throughout the week. Flexibility around their length, timing and frequency will be needed as the test develops and is shaped by what works best for the hospital and people affected by stroke.

Responsibilities

Measured through delivery of

Communicate with empathy in person and on the telephone with stroke survivors and/or carers to identify their needs, providing person centred support	• Work with persons affected by stroke to understand what matters to them. • Tailor support to meet needs identified
Deliver effective support to people affected by stroke, in line with Stroke Association case management principles.	• Clear expectations of the Integrated Offer testing • Clarity of boundaries within the role • Timely and accurate record keeping
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.	• Accurate and timely CRM records • GDPR compliance
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.
Commitment to develop your own personal growth and performance through self and peer reflection.	• Full engagement with coaching principles • Additional training and development opportunities accessed as required • Regular reflective conversations that bring curiosity and challenge appropriately

Bring curiosity and energy to engage in conversations about potential tests and improvements, and to deliver those in hospital, focussing on the things which matter to people affected by stroke. Openness to work in new ways.	• Full engagement with conversations around testing, with a positive energy • Focus on the lens of people affected by stroke • Be open to work in new ways with the sprint team
Understand the importance of and be self- aware of boundaries, and when to escalate.	• Engage with sprint team in reflective practise, shadowing and continual development • Engage with internal processes and Doncaster Royal Infirmary hospital staff if anything needs to be escalated

Person Specification – below is listed all of the essential / minimum criteria for the role	
1.	Able to adapt, develop and manage changing requirements due to the nature of being part of an exciting and evolving test environment.
2.	Experience of communicating directly with people affected by stroke, either on the phone or face to face.
3.	Experienced in person centred support, with the knowledge and skills to support people affected by stroke with the things that matter to them in the early days following a stroke, helping people process and make sense of what's happening and supporting them to navigate through uncertainty
4.	Effective listening skills with the ability to communicate clearly at a time where emotions may be heightened.
5.	Emotional intelligence and good judgement skills to engage people in the conversation that is right for them in the moment with the ability to communicate clearly at a time where emotions may be heightened.

6. Ability to offer emotional reassurance and support people to feel seen understood and validated.
7. Ability to translate and clarify complex information
8. High levels of emotional resilience to handle complex situations whilst working in a hospital environment
9. Knowledge of stroke and an ability to explain stroke with clarity.
10. Knowledge of Stroke Association offers and how to access them that may be beneficial to people in the moment, and in the future.
11. Ability to embrace the principles of coaching and reflective practise in order to drive continuous improvement
12. Understanding of the importance of and be self- aware of boundaries, and when to escalate.
13. Curiosity and energy to engage in conversations about potential tests and improvements, and to deliver those in hospital, focussing on the things which matter to people affected by stroke.