

Role Profile

Role	Stroke Survivor Involvement Lead	Location	Wales, Homebased. Frequent travel will be required across Wales as part of this role.
Accountable for	Involvement Officers	Accountable to	Associate Director - Wales
Core Anchor Level	Support	Travel	Frequent across Wales, and occasional UK wide for collaboration or other organisational meetings.
DBS check	Yes	Salary Grade	£41,300 per annum Grade E2
Contract Type	18 months fixed term contract	Hours	35 hours per week

Overall purpose and impact

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:**

Help stroke survivors and their loved ones to live their best lives after stroke.

Catalyse action with decision-makers to drive improvement in stroke.

Help and inspire supporters to make their best contribution.

The role

The involvement Lead is a new role for the Stroke Association in Wales.

Working in partnership with colleagues at NHS Wales and Welsh Government, this role will set a strategic direction to involve and work closely with people affected by stroke; including stroke survivors, their carers, professionals and other stakeholders.

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This role will embed a culture of involvement, ensuring the patient and carer lived experience is incorporated into all future work and used to facilitate service improvement.	
Responsibilities	Measured through delivery of
Take the lead in ensuring that lived experience shapes the implementation of key policy documents including but not limited to; the Quality Statement for Stroke and Stroke Service Standards for Wales.	National strategies and plans which have clearly been shaped by lived experience.
Support lived experience involvement in various Wales-based stroke projects and funding bids.	Projects and funding bids which have clearly been shaped by lived experience.
Take the lead in developing and implementing a Co-design Strategy for the development of Life after Stroke Service Standards for Wales.	An effective strategy and implementation plan.
Take a lead role in liaising with patients and families concerning complex, distressing and emotional discussions around their experiences; enabling those experiences to contribute to future improvements in stroke care.	Effective and person-centred discussions with people affected by stroke.
Communicate highly sensitive information in an empathetic manner. Provide and receive highly complex, sensitive, and contentious information orally, in writing and electronically to inform reports.	Evidence of effective communication at all levels.
Ensure lived experience is centered in all projects co-created by the Stroke Association and NHS Wales Stroke Implementation Network and be the driving force behind creating a national environment that values and incorporates the voices of those who have experienced stroke firsthand.	National strategies and plans which have clearly been shaped by lived experience.
Recruit, develop and manage 2x involvement officers to liaise with people affected by stroke, gather lived experience and conduct service design in line with the co-design strategy.	Effective engagement and involvement activity across Wales.
Build effective relationships and work closely with key stakeholders including Welsh Government, NHS Wales Performance and Improvement, other NHS Wales organisations, Llais Cymru, Third Sector organisations, Patient and Carer Community Groups and other Service User representatives	Examples of collaborative working

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Collaborate with colleagues across disciplines and levels to provide valuable national insight and feedback on the experiences of stroke patients and their carers, to ultimately enhance stroke services across Wales.	Examples of collaborative working
Build a culture of natural and assumed co-production, engagement, and involvement of people with lived experience of stroke and promote community partnerships with health providers to ensure a comprehensive approach to service improvement.	National strategies and plans include plans to involve people affected by stroke.
Manage the budget for the Life After Stroke Engagement and Involvement activity; ensuring the effective use of all resources, agreed budgets are kept within specified financial limits and operate within approved financial policies	Effective budget management.
Ensure that timely, confidential and accurate records are kept and all data is in line with our retention policy and GDPR compliant.	Accurate and timely 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.
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 line manager, 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, Involvement and various other teams across the organisation, to align with and support the wider work of the charity.	Examples of collaborative working

Person Specification

Essential

1. Proven practical experience of patient involvement.
2. In-depth knowledge of patient and public involvement legislation, strategies and methodologies.
3. Strong understanding of group facilitation and group dynamics, with the ability to coach and support staff to facilitate inclusive, well-managed group discussions that achieve clear outcomes.
4. Proven experience of working autonomously and without supervision, using own initiative and taking accountability for own actions.
5. Experience of communicating with all levels of health care professionals, patients, carers, and members of the public.
6. Practical experience of qualitative and quantitative social research methods and data analysis.
7. Experience of producing and presenting reports to a variety of audiences.
8. Willingness and ability to travel across Wales.
9. Proficient in using IT systems and Microsoft 365 applications to manage information, communicate effectively and support accurate record keeping.
10. Knowledge and understanding of the lived experience and wider impact of stroke.
11. Experience of collaborating with 'seldom heard' groups.
12. Knowledge of NHS Wales's structures and key policies – particularly stroke services.
13. Ability to communicate in Welsh is advantageous.