

Job description

Job title:	Emotional Support Coordinator Ref: S013
Salary:	£24,947.34 - £28,162.78
Grade:	E
Hours per week:	35
Location:	Stroke Association, Hafan House, Aintree Hospital Liverpool
Accountable to:	Regional Management Team
Accountable for:	Volunteers

Our Vision

We want a world where there are fewer strokes and all those touched by stroke get the help they need.

Introduction

The Stroke Association is the leading UK stroke charity. We have been leading the fight against stroke for over 20 years. We influence and campaign to improve stroke care and support people to make the best possible recovery. We fund world-class research to develop new treatments and ways to prevent the devastation of stroke. Breakthroughs in treatment have halved the number of people dying from stroke in the UK but it is still the second biggest killer in the world. That is why we are involved in projects across the globe.

Stroke is one of the greatest health challenges of our time with approximately one stroke happening every three and a half minutes in the UK. One in four strokes is fatal within the first year and it is the most common cause of 'complex' adult disability. Over a third of the UK's 1.2 million stroke survivors are left dependent on others for everyday activities. The incidence of stroke is rising significantly among people of working age, and also affects more than 400 children each year.

To realise a world where there are fewer strokes and all those touched by stroke get the help they need, we work with integrity, demonstrating our values as one combined passionate, innovative, respectful and professional team within the Stroke Association.

Together we can conquer stroke.

Directorate

The Life After Stroke Services Directorate in the North of England covers the area from the Scottish border to Northamptonshire and Herefordshire. This area is broken down into four large regions.

- North West,
- North East and North Yorkshire
- Yorkshire and East Midlands
- West Midlands and Leicestershire.

We are responsible for the effective delivery of services commissioned by health and social care in these areas. We provide a range of services which support people in their early days after stroke and into recovery and the longer term. We also provide support through the Stroke Association's own network of voluntary groups and through stroke clubs affiliated to us.

Working with other key stakeholders, we act to support stroke survivors and their carers and families, seeking to ensure people are able to access the help they need when they need it most during their recovery from stroke.

We also seek to raise public awareness of stroke, campaigning and educating people about its impact and how to reduce their individual risk of stroke. We reach out to the communities we support ensuring they have access to the information they need to make informed choices. We work collaboratively with other internal directorates and also external bodies to ensure the best use of the resources available to the charity in carrying out our vision and mission.

Join us and help to achieve a world free of stroke.

Purpose of role

The purpose of the 'Emotional Support Coordinator' is to improve the psychological well-being of stroke survivors, their families and carers in Liverpool. Psychological distress is common amongst stroke survivors and many experience negative feelings such as anxiety and depression, health anxiety and fear of recurrence, alongside other problems such as emotionalism, personality changes and anger.

The post-holder will take responsibility for identifying with each client their main emotional issues following stroke and helping increase their ability to cope. The role includes conducting emotional needs assessment interviews and delivering tailored short-term counselling sessions. Clients may include those with cognitive or communication difficulties, so a flexible approach in meeting the needs of these clients will be required.

The role is part of a stepped care approach with the post-holder working closely with the Stroke Association's Stroke Recovery Coordinator who will provide an initial assessment of emotional need.

The post-holder will recruit and manage any volunteers involved in delivering emotional peer support sessions.

Key tasks of role

1. To provide counselling to stroke survivors and their families and carers, including those with communication or cognitive difficulties.
2. To assess the appropriateness of counselling for service users via assessment interviews and screening tools.
3. To create a comfortable, safe and confidential environment where a client can voice their concerns, problems and thoughts involving their own experiences and personal difficulties. This includes within the clients own home, where necessary.
4. To be responsible for visiting clients in their own homes and community settings when necessary.
5. To liaise with other health professionals and colleagues working in psychological therapies as required, including making appropriate referrals to other agencies.
6. To initiate and run support groups for stroke survivors and carers where needed to support their longer term emotional support.
7. To maintain records by recording assessments and other data on Stroke Associations CRM system ensuring that all data entered meets the relevant and stated levels of accuracy, quality, confidentiality and timeliness and to provide routine monitoring information as required.
8. To recruit, manage and mentor volunteers running peer support sessions, ensuring that policies, procedures and protocols for best practise are carried out.
9. To assist in the evaluation of the service by contributing to data collection and analysis and to participate in research as required.
10. To forge good working relationships with other local community services in order to facilitate joint working and referral on where appropriate.
11. To be an integral part of the Stroke Association, Stroke Recovery Team
12. To provide training and support to local and regional teams as required

Other tasks and requirements

1. To undertake any other duties that are requested and that are commensurate with the grade and remit of the post.
2. To maintain BACP professional registration and accreditation.
3. To adhere to the BACP Ethical Framework for Good Practise in Counselling & Psychotherapy and Professional Conduct Procedure.
4. To fulfil professional clinical supervision requirements.
5. To maintain training and continue professional development.

6. To attend service meetings and regional meetings as required.
7. To encourage people to support the Stroke Association and to market the work of the stroke Association in collaboration with all departments.
8. To embrace our corporate values, mission and vision in everything we do.
9. To follow Stroke Association Health and Safety policy and procedure to ensure that we work in a safe environment.
10. To be willing to travel during the course of your duties with possible overnight stays away from home.

Person specification

Job title	Emotional Support Coordinator	Essential/Desirable Criteria
Education & Training		
Diploma in integrative, humanistic or person-centered counselling/psychotherapy; for example, BACP recognised course or equivalent (i.e. 450 hours skills and theory, 100 hours of supervised practice, 20 hours of personal therapy)		Essential
BACP registration and accreditation (COSCA Accreditation also applicable for Scotland)		Essential
Commitment to on-going accreditation and continuing professional development and training		Essential
Experience		
Experience of delivering short-term counselling		Essential
Experience of delivering group counselling sessions		Desirable
Experience of working with people with disability and their carers		Essential
Experience of working with people directly affected by stroke and their carers		Desirable
Experience in recruiting and supporting volunteers		Desirable
Experience of using industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc) and case recording systems/databases/programmes		Essential
Experience of measuring service outcomes		Desirable
Abilities and competencies		
Ability to undertake emotional needs assessments (relevant history and identifying suitability for intervention)		Essential
Ability to build positive rapport and trust with clients, and to grasp the client's perspective and 'world view'		Essential
Ability to help clients access, express and articulate emotions		Essential
Ability to help clients reflect upon and develop emotional meanings, including making sense of experiences that are confusing or distressing		Essential
Competency in working within a integrative, humanistic or person-centered theoretical framework		Essential
Capacity to use clinical judgement when implementing treatment models and to adapt interventions in response to client feedback		Essential
Knowledge of, and ability to operate within, professional and ethical guidelines		Essential
Ability to make use of counselling supervision		Essential
Ability to maintain confidentiality appropriate to the setting		Essential
Ability to manage the end of therapeutic relationships		Essential
Ability to work effectively with colleagues from other disciplines		Essential
Our corporate values		

To be committed to and understand the Stroke Association's corporate values as they apply to your role and the work you do	Essential
To be committed to the principles of equal opportunities and diversity	Essential
Other requirements	
Awareness of data protection and confidentiality issues	Essential
Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies	Essential
A working knowledge of Health and Safety, Information Governance, Safeguarding and other statutory requirements as it applies to the role or willingness to learn and apply them	Essential
Car owner/driver and willing to travel to undertake local case management and service delivery, further afield as required for meetings, training and conferences. This will occasionally require overnight stays	Essential
Flexible approach to working hours and arrangements	Essential
To have an understanding of stroke	Essential

This information will be used as part of the shortlisting process