

Job description

Job title:	Stroke Support Coordinator Ref: S047
Salary:	£22,175.41 to £26,915.56 per annum
Grade:	D
Hours per week:	35
Location:	Calderdale
Accountable to:	Assistant Regional Manager
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 aim of the Stroke Support Coordinator is to provide a support service for individuals and their families who have been affected by stroke. Referral to the service will be following the acute phase and a clear referral pathway will be agreed and implemented. The service co-ordinators will assist families with system navigation and offer practical support, advice and information. Coordinators are required to take an asset based approach, starting with the individual recognising their skills and abilities and the things that are important to them in their life and community.

Information provision must be timely and of excellent quality. Coordinators will therefore need demonstrable communication skills. It will be important to signpost service users on to other agencies who can support their specific issues.

The co-ordinators will work with service users on a one to one basis to enable any opportunity to return to social activity, paid work, or voluntary work. Therefore, co-ordinators will need to be skilled in agreeing realistic goals and outcomes with the service users. This will ensure a clear pathway with regular movement through the service and on to other activity.

Coordinators will also support service users by setting up small social groups, to encourage integration into the wider community. The co-ordinators must have the ability to work unsupervised but also as part of a team.

Coordinators will complete the necessary administration work to provide routine monitoring information as required through reporting on the database system and / or as required by the line manager

The coordinators will also raise the profile of The Stroke Association with other relevant agencies and the public by getting involved with local events, networking and joining in local Stroke Association fundraising and awareness raising initiatives.

Key tasks of role

1. To visit service users and their families in their own homes following referral, offering emotional support and information on stroke
2. To offer clients and their families information, advice and support on the telephone and via post and email
3. To offer supplementary advice and information on primary and secondary prevention to people with stroke and their families
4. To develop informal stroke clubs as per the service contract
5. Reduce the need for long term care or avoidable admission/readmission to hospital
6. To run an established groups and contribute to their development
7. To identify and agree realistic needs and outcomes with service users, and regularly revisit progress
8. Facilitate service user involvement in service planning and design
9. To refer to and liaise with other relevant agencies in the locality
10. To keep accurate and up to date confidential records using our in house database CRM.
11. To provide monitoring information, through reporting as required to the line manager
12. To arrange public events and/or take part in arranged events as agreed with the line manager
13. To attend all meetings, conferences and training programmes as requested and agreed by the line manager
14. To recruit, train and manage a team of volunteers to support your role and meet contractual requirements
15. To respond to requests from health and social service, and other related professionals, for specialist stroke information and input
16. To work largely unsupervised and to be self-motivated and driven

17. To work in co-operation with the Fundraising Department in order to maximise income generating opportunities for The Stroke Association
18. To market the work of The Stroke Association, in collaboration with all departments
19. To ensure the implementation of all policies and procedures and quality standards as required by purchasers and defined by The Stroke Association
20. To keep up to date with new developments and ideas and to be flexible in service delivery
21. To maintain good working relationships with local Stroke Clubs
22. To undertake any other duties that are requested and that are commensurate with the grade and remit of the post
23. To encourage people to be supporters of The Stroke Association
24. To embrace our corporate values, mission and vision in everything we do

Other tasks and requirements

1. To undertake any other duties commensurate with the purpose and remit of the post
2. To encourage people to support the Stroke Association
3. To embrace our corporate values, mission and vision in everything we do
4. To be willing to travel during the course of your duties with possible overnight stays away from home
5. To follow the Stroke Association's Health and Safety policy and procedure to ensure that we work in a safe environment

Person specification

Education	Essential / Desirable
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience of using databases and producing reports	Essential
Administrative experience including record keeping and report writing	Essential
Experience in recruiting, training and supporting volunteers	Desirable
Experience of providing information and advice	Desirable
Experience of disability and working with people directly affected by stroke	Essential
Experience of dealing with health professionals	Desirable
Experience in outcome setting	Desirable
Experience in setting up and supporting groups	Desirable
Abilities and competencies	
Ability to work without direct supervision and demonstrate initiative	Essential
Ability to form and maintain professional relationships both internal and external	Essential
Ability to work as a member of a team	Essential
Ability to use a range of IT products.	Essential
Ability to manage caseloads independently	Essential
Ability to communicate complex information using plain English	Essential
Excellent interpersonal, listening and empathy skills	Essential
Ability to support people affected by stroke to identify, express and work towards their personal recovery outcomes	Essential
Ability to support and encourage people affected by stroke in their adjustments and adaptations post stroke	Essential
Ability to manage difficult questions, emotions and situations	Essential
Ability to present a warm and caring attitude with appropriate level of professional detachment	Essential
Ability to form and maintain internal and external professional	Essential

relationships and work as part of multiple teams	
Ability to work without direct supervision and demonstrate initiative	Desirable
Ability to recognise problems and seek relevant and appropriate advice.	Essential
Excellent organisation skills and ability to manage a busy workload	Essential
To have or develop an understanding of stroke, including risk factors and common effects	Essential
To have or develop an understanding of the issues facing people directly and indirectly affected by stroke	Essential
Good knowledge of Calderdale, including local organisations, services, groups and leisure opportunities	Desirable
Knowledge of relevant legislation and policies including Safeguarding and Health and Safety	Essential
Contribute to the development of the Calderdale service	Essential

This information will be used as part of the shortlisting process.