

Job description

Job title:	Stroke Recovery Service Coordinator Ref: S183
Salary:	£11,198.58 to £12,262.48 per annum
Grade:	D
Hours per week:	17.5 hours
Fixed Term	Until 30 September 2017
Location:	Isle of Wight
Accountable to:	Area Manager and 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 South of England Directorate

The Directorate is one of three Life After Stroke Services Directorates which together cover England. There are four regions in the South - East of England based in Bury St Edmunds, South Central based in Southampton, South East Coast based in Maidstone and the South West based in Bristol with an office in Exeter. The regions lead on providing Life After Stroke services for people affected by stroke. Services include the new Stroke Recovery Service, Information Advice and Support and support for people with Aphasia, which is a communication impairment affecting many stroke survivors. The My Stroke Guide self-management tool is another new service.

Each Region's management team provides leadership, support and development for the teams of staff who provide our services. Regional staff recruit and support volunteers to help deliver services, to support essential administration, help with prevention activities such as Know Your Blood Pressure events and support our Stroke Association community fundraising events and activities.

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

Purpose of role

The Stroke Recovery Coordinator is responsible for delivering the Stroke Recovery Service for stroke survivors and their families, ensuring that they get the right support at the right time.

The Stroke Recovery Coordinator intervenes as soon as possible after diagnosis, supporting appropriately throughout the stroke pathway. They are responsible with the Stroke Recovery Support Assistant/s for providing person centred assessment, support and review for stroke survivors and carers, to optimise recovery and support a good quality of life for stroke survivors and carers.

Key tasks of role

1. To develop and maintain effective working relationships with health, social care, private and voluntary services to ensure that there is continuity of support for people affected by stroke and services are able to meet their needs.
2. To effectively manage referrals and a caseload ensuring reviews and actions are achieved within specified timeframes.
3. To be responsible for visiting clients in hospital, in their own homes and in other suitable community locations. Assess unmet needs, establish person-centred desired outcomes, plan attainable outcome-focused intervention and support individuals to take ownership to achieve positive outcomes.
4. To offer beneficiaries of the service a range of individualised solutions including coordination and navigation of health and social care, personalised information, representation and advocacy, emotional and practical advice, and support and help to self-manage.
5. To offer advice and information on primary and secondary stroke prevention including lifestyle changes.

6. To work collaboratively with other health, social care and voluntary sector teams to ensure client wellbeing. Recognise and respond to signs of acute emotional distress (for example, depression, abuse, suicide and relationship problems) and referring onto other agencies, as appropriate.
7. To have a working knowledge of local organisations able to assist with financial support, participation in community life and return to work.
8. To keep accurate and up to date confidential records via a CRM system and to provide routine monitoring and reporting information as required. To apply information governance procedures to all data management.
9. To support and guide the Stroke Recovery Support Assistant/s to effectively assist the operations of the team.
10. To actively recruit, train, manage and develop volunteers to provide outcome-focused support plus develop and sustain services within local communities.
11. To assess the need for and support clients to apply for Stroke Association's Life After Stroke grants.
12. To support and facilitate service user engagement and advocate for developments based on service user opinion and experience.
13. To work flexibly within the Isle of Wight area, working with the Stroke Association and other providers, including voluntary providers. Provide support to the other Stroke Association roles where necessary.
14. To work in cooperation with other directorates in order to maximise income generating and awareness raising opportunities for Stroke Association.
15. To attend all meetings, conferences and training programmes as requested and agreed by the regional management team.
16. To market the work of Stroke Association and ensure that the service is reaching communities which make up the local demography.
17. To ensure the implementation of all policies, procedures and quality standards as required by purchasers and defined by Stroke Association.
18. To keep up to date with new developments and ideas and to be flexible and innovative in service delivery.
19. To work with and provide peer support to other members of the team.
20. To participate in health promotion events.
21. To develop and maintain good supportive relationships with local Stroke Clubs and Groups.

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
Good level of education to include relevant experience	Essential
Willingness to undertake training and continuing professional development and support others to do so	Essential
Experience	
Experience of working in the caring profession	Essential
Knowledge of stroke and long term social support	Desirable
Experience in supporting and enabling people with disabilities	Essential
Experience of recruiting, training and developing volunteers	Essential
Proven track record of excellent administrative skills; record keeping, writing reports, and interpreting and presenting data in a variety of formats	Essential
Experience of working with social care and health professionals in a variety of settings	Essential
Proven track record of conducting person-centred assessments	Essential
Abilities and competencies	
Ability to use a range of IT products including industry standard and database systems. Competent using and supporting others to use mobile technology	Essential
Excellent interpersonal communication and active listening skills and able to communicate effectively verbally and in writing	Essential
Ability to relate to people affected by stroke and have empathy with the impacts of stroke	Essential
Basic counselling/advocacy skills or willingness to acquire such skills	Essential
Ability to manage time effectively, set and review realistic goals for self and others and maintain professional boundaries	Essential
Ability to advocate for stroke survivors, their families and carers with health and social care professionals	Essential
Ability to work without direct supervision and demonstrate initiative, managing time effectively	Essential
Ability to form and maintain professional relationships both internally and externally	Essential
Other requirements	
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To be committed to the principles of equal opportunities and diversity	Essential
To have an understanding of stroke	Desirable
A working and applicable knowledge of health and safety,	Essential

information governance, safeguarding and other statutory requirements as it applies to the role	
Flexible approach to working hours and arrangements	Essential
To undertake a DBS check prior to starting your employment	Essential
Ability to drive to undertake local case management and service delivery and to travel further afield as required for meetings and professional development	Essential

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