

Job description

Job title:	Stroke Health Improvement Co-ordinator Ref: S187
Salary:	Salary £17,917.73 to £21,747.78 per annum
Grade:	D
Hours per week:	28
Fixed term:	Until 31st March 2018
Location:	Based at home in Carmarthenshire
Accountable to:	Area 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 Wales currently works across all seven Health Board and twenty two local authority areas.

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

To provide our core services as a key worker/facilitator for stroke survivors, their families and carers.

- Information, Advice and Support
- Communication Support
- Prevention (Primary and Secondary)

Engaging as soon as possible after a stroke to give information, advice and support and maintaining contact on a needs-led basis. The service also provides support aimed at maximising communication skills and re-building the confidence of people with communication difficulties following a stroke. Working proactively and in partnership with statutory and third sector professionals enabling service users to regain their control and improve their quality of life after stroke.

Key tasks of role

1. Upon receipt of referral an initial telephone contact will be made to introduce the Service and offer support and, dependant on need, formulate an agreed course of action.
2. Continuing support via telephone, ward visit, home visit, or 1:1 appointment, offering supplementary advice and information on primary and secondary prevention to stroke survivors, their families and/or carers.

3. To develop and maintain good working relationships with the Stroke Nurse Specialists/Stroke Co-ordinators and teams within the acute and rehab units of the locality. Provide a regular point of contact for the Multi-Disciplinary, Community Resource, Integrated Service and Early Supported Discharge Teams as well as General Practice, Social Services and allied community services.
4. To promote cerebral-vascular stroke prevention and wellbeing advice through attendance at an agreed number of community health and well-being events across the locality and signposting to an appropriate service accordingly.
5. Working in collaboration with internal colleagues and external partners, deliver communication support sessions to Stroke survivors with communication difficulties. This could be delivered individually or within group sessions dependent on individual need.
6. To ensure that Stroke Association core information materials are displayed in accessible settings and kept up-to-date across relevant outlets within the community.
7. To be responsible for processing and where appropriate assessing the Stroke Association's Life after Stroke Grants and Development Fund.
8. To be responsible for the recruitment, training and management of volunteers who will assist the post-holder in delivering the service.
9. To ensure effective signposting and referral where appropriate in accordance with the service users identified needs.
10. Maintain good working relationships with the wider Stroke community including Stroke Clubs and Stroke Association Voluntary Groups within the locality.
11. To attend and contribute to the Locality Improvement Meetings working collaboratively with service users, volunteers and staff.
12. To collaborate with all internal departments in order to attain the Stroke Association's corporate objectives.
13. To maintain accurate and up-to-date confidential records and reports, providing routine monitoring information as required using Customer Relations Management database (CRM).

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
Professional qualification in the field of health and/or social care and/or community development or demonstrable equivalent professional experience	Essential
Willingness to undertake training and continuing professional development	Essential
Experience	
Experience of working in the field of disability	Essential
Experience of liaising with health and social care professionals	Essential
Experience of working with individuals directly affected by stroke and their carers	Desirable
Experience in recruiting, training and supporting volunteers	Essential
Experience of setting up and/or co-ordinating community activities	Desirable
Abilities and competencies	
Ability to use a range of IT products to a high standard	Essential
Ability to think analytically, recognise problems and seek appropriate solutions and advice	Essential
Ability to communicate bilingually in English and Welsh.	Desirable
Ability to work without direct supervision, demonstrate initiative and prioritise time and work load effectively.	Essential
To have an understanding of Stroke	Desirable
Knowledge of vascular and other key risk factors.	Desirable
Understanding of communication difficulties post stroke.	Desirable
Understanding of the issues facing people both directly and indirectly affected by stroke.	Desirable
Ability to support Stroke survivors in the attainment of identified functional / personal goals.	Desirable
Excellent interpersonal and communication skills working collaboratively with internal and external stakeholders.	Essential
Administrative skills including record keeping and writing reports.	Essential
Other requirements	

Flexible approach to working hours and arrangements	Essential
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
To undertake a DBS check prior to starting your employment	Essential

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