

Job description

Job title:	Stroke Recovery Service Coordinator Ref: S205
Salary:	£17,917.73 to £19,619.98 per annum
Grade:	D
Hours per week:	28
Location:	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 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 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.

The service also provides support aimed at maximising communication skills and rebuilding the confidence of people with communication difficulties following a stroke.

Key tasks of role

1. To be responsible for visiting clients in hospital and their own homes to offer assessment, support and review.
2. To support stroke survivors and carers by offering a range of solutions to meet desired outcomes including; coordination and system navigation of health and social care; personalised information; representation and advocacy; emotional and practical advice and support and help to self-manage.
3. To respond to signs of acute emotional distress (for example, depression, abuse, suicide and relationship problems) work in collaboration with the Emotional Support Coordinator and refer to other agencies, where appropriate.
4. To play a key role within the multi-disciplinary team by acting as an advocate to influence decision making on the care plans for the person with the stroke and their family.
5. To offer advice and information on primary and secondary prevention to stroke survivors or transient ischaemic attack (TIA), and their families.
6. To initiate and run support groups for stroke survivors and carers, where needed forming part of their longer term support.
7. To recruit, train and manage a team of volunteers, identifying regular opportunities for their involvement in the core delivery of the service and ensuring their involvement is recorded appropriately.
8. To develop and maintain a good working relationship with stroke teams in both acute and community settings, GP's and other local community services in order to facilitate joint working and referral on where appropriate.
9. To keep accurate and up to date confidential records and reports and to provide routine monitoring information as required.
10. To have knowledge and understanding of benefits relevant to stroke survivors and their families, assessing and processing the Stroke Association's Life After Stroke grants.
11. To respond to requests from health and social service professionals for specialist stroke information and input.
12. To market the work of The Stroke Association, in collaboration with all departments.
13. To ensure the implementation of all policies and procedures and quality standards as required.
14. To keep up to date with new developments and ideas and to be flexible in service delivery.

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 Stroke Association Health and Safety policy and procedure to ensure that we work in a safe environment.

Person Specification

Education	Essential/Desirable
Good level of education with GCSE min level equivalent qualification passes in English and Maths or relevant equivalent industry experience	Essential
Willingness to undertake training and continuing professional development and support others in team to do so	Essential
Experience	
Experience of working in the caring profession	Essential
Experience of disability, particularly in working with people directly affected by stroke and their carers	Essential
Experience of recruiting, training and supporting volunteers	Desirable
Administrative skills, including record keeping, writing reports and able to interpret and present data in a variety of formats	Essential
Experience of working with social care and health professionals in a variety of settings	Essential
Abilities and competencies	
Ability to use and learn a range of IT products, using industry standard systems including mobile technology with the ability to demonstrate to others	Essential
Excellent Interpersonal and active listening skills	Essential
Ability to communicate effectively face to face, in writing, by email and on the phone	Essential
Ability to manage time effectively, set and review realistic goals and boundaries for self and others	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 present a warm and caring attitude with appropriate level of detachment	Essential
Ability to form and maintain professional relationships both internally and externally	Essential
Our corporate values	
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To be committed to the principles of equal opportunities and diversity	Essential
Other requirements	

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
Flexible approach to working hours and arrangements	Essential
Basic counselling skills or willingness to acquire such skills	Essential
To undertake a DBS check prior to starting your employment	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

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