



Role title	Stroke Association Support Coordinator (3 roles)	Directorate	Stroke Support
Location	Liverpool (2 roles) & Knowsley (1 role) but based in the Liverpool office – North Zone	Accountable to	Stroke Association Support Manager
Travel requirement	Frequent	Accountable for	Volunteers
DBS check	Yes	Core Role Anchor Level	Deliver
Ambition focus: 3: Expanding the network of services and long term support across the UK			

Hours	28	Grade	D	Salary	Circa £18,400 per annum
Contract type			Fixed term until 31 March 2019		

We are the UK's leading charity dedicated to conquering stroke.

There are over 1.2 million stroke survivors in the UK. Almost two thirds have a disability and one third rely on others for help, making stroke one of the biggest causes of disability.

We are continually working to improve the lives of stroke survivors and their families who deserve the very best treatment and care. We deliver amazing, life-changing support to over 60,000 stroke survivors and their families each year. We also fund research to find better treatments, campaign for better stroke care and help people understand how to spot and prevent stroke. This work is made possible by more than 4,000 talented volunteers and staff, our fantastic supporters and our strong relationships with the stroke clinical and research community.

We work with integrity, demonstrating our values as one combined passionate, innovative, respectful and professional team.

Together we can conquer stroke.

Directorate

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for fundraising activity within the zone is an important part of this role.

Join us and help to make a difference to the lives of people affected by stroke.

Purpose of role

Every Stroke Association role is designed to contribute towards achieving our strategic ambitions. The particular focus of this role is to help us to achieve Ambition 3: Expanding the network of services and long term support across the UK.

The Stroke Association Support Coordinator provides stroke survivors, carers and families with personalised support throughout the stroke recovery journey. The purpose of the role is:

1. To ensure the needs of stroke survivors and carers are identified and addressed throughout their stroke recovery (referral may be early on in the hospital or later in the community)
2. To work collaboratively with a range of organisations, clinicians and other professionals to create meaningful networks, providing the best possible support throughout the stroke pathway and into the community
3. To recruit, develop and coordinate volunteers to support the service, ensuring a wide range of accessible and innovative support options are available
4. In some services the Stroke Association Support Coordinator will be responsible for the supervision of administrative team members

Key responsibilities of role

Responsibility areas	Performance Indicator	Key Competencies
To help stroke survivors and carers to identify their needs and provide support to achieve their desired outcomes (goals) through the development of a stroke recovery plan	<ul style="list-style-type: none"> • Every client has a stroke recovery plan 	Customer focus
To work collaboratively with other professionals and organisations involved in the care of stroke survivors and carers to ensure the best possible support is provided throughout the stroke pathway	<ul style="list-style-type: none"> • Regular updates of networking activity 	Communication and Collaboration
To run an effective service for stroke survivors and carers, ensuring that confidential and accurate records are kept on our CRM data base	<ul style="list-style-type: none"> • Accurate CRM records 	Communication and Collaboration
To run regular and accurate service reports to ensure the service is run within an allocated budget and in line with commissioner requirements	<ul style="list-style-type: none"> • Up to date and accurate CRM reports & management accounts 	Communication and Collaboration Business acumen
To recruit, develop and coordinate volunteers with the support of other relevant team members to support stroke survivors and carers in a range of settings including the home and community groups	<ul style="list-style-type: none"> • Volunteer induction and development plans 	Communication and Collaboration
To organise and facilitate a range of effective service groups as required for the benefit of stroke survivors and carers, involving volunteers in their delivery	<ul style="list-style-type: none"> • Feedback from attendees and outcomes of group attendance 	Customer focus, Communication and Collaboration
To support local teams in the maintenance of a network of voluntary stroke clubs and groups, working with the relevant local team members	<ul style="list-style-type: none"> • A developed and supported network of local stroke clubs and groups 	Communication and Collaboration, Improvement and innovation

<p>To promote the use of My Stroke Guide and to contribute to the 'in my area' profile for the benefit of local stroke survivors and carers</p>	<ul style="list-style-type: none"> • 'In my area' profiles up to date 	<p>Communication and Collaboration Improvement and innovation Business Acumen</p>
<p>To work with other directorates of the organisation to promote and support the work of the Stroke Association and provide opportunities for support and involvement in local fundraising and awareness activities and events</p>	<ul style="list-style-type: none"> • Actions from inter-departmental meetings 	<p>Communication and Collaboration Improvement and Innovation</p>
<p>To keep up to date with new developments and ideas in stroke knowledge, treatment, and services</p>	<ul style="list-style-type: none"> • Personal training record 	<p>Improvement and innovation</p>

Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own performance	<ul style="list-style-type: none"> • Evidenced attendance at personal training and collaborative events • All mandatory training is completed • Performance and Development Review completed to standard. 	Leadership Improvement and Innovation
To follow the Stroke Association's policies and procedure.	<ul style="list-style-type: none"> • Familiar with competency framework including values, mission and vision. • Accessed and read the Staff Handbook and any relevant policies and procedures to your role. 	Change Readiness Business Acumen
To contribute to any project work as required.	<ul style="list-style-type: none"> • Deadlines are met and quality of work is met. • Encourages people to support the Stroke Association. • Participates in fundraising for the Stroke Association. 	Business Acumen Improvement and Innovation Communication and Collaboration Change readiness

Person specification

Education and Qualifications	Essential/ Desirable
Educated to a minimum of GCSE level or equivalent or have relevant demonstrable industry experience	Essential
Willingness to undertake training and continuing professional development	Essential
QCF level 2/3 in a health and social care subject or equivalent	Desirable
Experience	
Experience of using technology and IT systems	Essential
Experience of providing person centred support to vulnerable people	Essential
Experience of working with health and social care professionals in a variety of settings	Desirable
Experience of working with people with a disability or long term health condition and their carers	Essential
Experience of working with people directly affected by stroke	Desirable
Experience of recruiting, training and supporting others	Desirable
Experience of group facilitation	Desirable
Skills and Abilities	
Ability to communicate effectively face to face, in writing, by email, on the telephone, including speaking in public or group settings.	Essential
Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies	Essential
Ability to demonstrate empathy whilst remaining objective and professional	Essential
Ability to advocate for stroke survivors, their families and carers with a range of health and social care support	Essential

organisations	
Ability to form and maintain professional relationships with others both internal and external to the Stroke Association	Essential
Report writing skills including interpreting and presenting data in a variety of formats	Essential
Ability to maintain client and other records (in paper and electronic formats) in a timely manner	Essential
Ability to manage own time effectively	Essential
Ability to set and review realistic goals and boundaries for self and others	Essential

Other requirements	
Ability to work without direct supervision and demonstrate initiative	Essential
Flexible approach to working hours and arrangements	Essential
Satisfactory DBS clearance	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
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
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 and its effects including communication and cognitive disabilities or the ability	Essential

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