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|---------------------------|--|-------------------------------|---|
| <b>Role title</b>         | Head of Stroke Support (2 roles)   | <b>Directorate</b>            | Stroke Support  |
| <b>Location</b>           | Cheshire, Merseyside & Lancashire or Yorkshire & the Humber (office based or home based) | <b>Accountable to</b>         | Zone Director   |
| <b>Travel requirement</b> | Regular  | <b>Accountable for</b>        | Stroke Association Support Managers, Stroke Association Support Coordinators, Community team and volunteers within their areas of responsibility. |
| <b>DBS check</b>          | No   | <b>Core Role Anchor Level</b> | Support   |

|                      |    |              |                  |               |                         |
|----------------------|----|--------------|------------------|---------------|-------------------------|
| <b>Hours</b>         | 35 | <b>Grade</b> | F2               | <b>Salary</b> | Circa £37,000 per annum |
| <b>Contract type</b> |    |              | <b>Permanent</b> |               |                         |

Stroke Association. Rebuilding lives after stroke.

When stroke strikes, part of your brain shuts down, and so does a part of you. That's because a stroke happens in the brain, the control centre for who we are and what we can do. It happens every five minutes in the UK and changes lives instantly. Recovery is tough, but with the right specialist support and a ton of courage and determination, the brain can adapt. Our specialist support, research and campaigning are only possible with the courage and determination of the stroke community.

We believe everyone deserves to live the best life they can after stroke and it's a team effort to get there.

We provide specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives.

Every five minutes, stroke destroys lives. Help us rebuild them and join our team.

## **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 regional presence for the charity enabling a far-reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for Fund-raising activity within the zone is an important part of this role.

Join us and help us to rebuild lives after stroke.

## **Purpose of role**

The Stroke Association is finalising a new strategy with three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; partner with people and communities to help them take action on stroke.

The Head of Stroke Support has responsibility for a designated area, and within that area for delivering our commissioned services and community activity. They are responsible for a delegated plan and management of expenditure and financial processes within this area. The Post-holder will be responsible for managing our people within their allocated area they will provide leadership and direction for Service Managers, Coordinators and volunteers. Working with the Zone Director and Head of Community in the delivery of high quality support to stroke survivors and carers.

### Key responsibilities of role

| Responsibility areas  | Performance Indicators   | Key Competencies   |
|---|--|--|
| Represent the Stroke Association in a wide variety of settings taking a specific and overall lead and responsibility for contract negotiation, reporting and monitoring practices | <ul style="list-style-type: none"> <li>• Actions of meetings</li> <li>• Contract income</li> </ul>   | Communication and Collaboration<br>Business acumen                               |
| All aspects of management of Service Managers and people within the designated area of responsibility including overseeing recruitment, training, support and supervision         | <ul style="list-style-type: none"> <li>• Staff induction and development plans</li> </ul>  | Leadership<br>Communication and Collaboration<br>Business Acumen                 |
| Ensure high quality support is delivered in line with statutory requirement, internal policy and procedure and in line with contractual requirements                              | <ul style="list-style-type: none"> <li>• Service Key Quality Indicators</li> </ul>   | Business Acumen<br>Customer Focus  |
| Oversee and provide leadership to actively monitor data quality and produce associated reports in line with organisational and contractual requirements                           | <ul style="list-style-type: none"> <li>• Key Quality Indicators and contract requirements</li> </ul>   | Communication and Collaboration<br>Business Acumen<br>Improvement and Innovation |
| Lead and promote consistent best practice throughout all service teams activity   | <ul style="list-style-type: none"> <li>• Regular and effective team networking opportunities</li> </ul>  | Leadership<br>Communication and Collaboration                                    |
| Oversee and provide leadership to ensure user involvement, gathering experience and insight of our support services and wider stroke experience to improve support                | <ul style="list-style-type: none"> <li>• Examples of improvements made as a result and sharing of experience and recommendations to senior managers</li> </ul> | Improvement and innovation<br>Leadership<br>Communication and Collaboration      |
| Work with colleagues across the organisation to develop and manage external relationships and reputation within the designated area.  | <ul style="list-style-type: none"> <li>• Actions of meetings and examples of involvement</li> </ul>  | Communication and Collaboration<br>Customer Focus                                |
| Part of the senior management team, gathering and   | <ul style="list-style-type: none"> <li>• Strategic growth and delivery</li> </ul>  | Business acumen  |

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| providing local intelligence and insight, identifying locally viable strategies and responding to opportunities for service growth   |  | Leadership<br>Communication and Collaboration<br>Improvement and Innovation |
| Lead on specific designated projects, sharing knowledge and skills with colleagues   | <ul style="list-style-type: none"> <li>• Project plans and implementation</li> </ul>         | Leadership  |
| Provide leadership and direction in designated communities, working strategically and collaboratively with other members of the zone and wider team ensuring quality delivery and effective oversight and support of our volunteering and community activity | <ul style="list-style-type: none"> <li>• Examples of collaboration and outcomes</li> </ul>   | Communication and Collaboration<br>Leadership                               |
| To work within the team and other directorates to promote and support campaigning, the work of the Stroke Association and provide opportunities for support and involvement in local fundraising and awareness activities and events                         | <ul style="list-style-type: none"> <li>• Actions from inter-departmental meetings</li> </ul> | Communication and Collaboration<br>Customer Focus                           |

### **Mandatory responsibilities of role**

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

| <b>Responsibility areas</b>  | <b>Performance Indicators</b>  | <b>Key Competencies</b>                  |
|--|--|--|
| To ensure that you manage and develop your own and your team's performance | <ul style="list-style-type: none"> <li>• Evidenced attendance at personal training and regional events</li> <li>• All mandatory training is completed</li> <li>• Performance and Development Review</li> </ul> | Leadership<br>Improvement and Innovation |

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|  | completed to standard.  |  |
| To follow the Stroke Association's policies and procedures | <ul style="list-style-type: none"> <li>• Familiar with competency framework including values, mission and vision.</li> <li>• Accessed and read the Staff Handbook and any relevant policies and procedures to your role.</li> <li>• Willing to travel during the course of your duties with possible overnight stays away from home.</li> </ul> | Change Readiness<br>Business Acumen  |
| To contribute to any project work as required.             | <ul style="list-style-type: none"> <li>• Examples of project work.</li> </ul>   | Business Acumen<br>Improvement and Innovation<br>Communication and Collaboration<br>Change readiness |

## Person specification

| Education   | Essential/ Desirable |
|---|----------------------|
| Degree or have equivalent relevant and demonstrable professional experience   | Essential            |
| Willingness to undertake training and continuing professional development   | Essential            |
| Experience  |                      |
| Experience of using technology and IT systems   | Essential            |
| Experience of leading, managing, recruiting and developing people   | Essential            |
| Experience of leading on writing proposals, business cases and tendering processes  | Essential            |
| Experience of delivering services within contractual agreements and budget  | Essential            |
| Experience of working collaboratively in the health, social care or voluntary sector  | Essential            |
| Understanding of health, social care and voluntary sector in relation to service delivery and commissioning                             | Essential            |
| Skills and abilities  |                      |
| Ability to communicate effectively face to face, in writing, by email, on the telephone, including public speaking.                     | Essential            |
| Demonstrable selling and negotiation skills   | Essential            |
| Ability to use a range of IT products including Microsoft Office and database systems   | Essential            |
| Proactive supportive, leadership and management style with the ability to motivate and acquire the best from people                     | Essential            |
| Excellent interpersonal skills with the ability to interact successfully with a diverse range of employees, volunteers and stakeholders | Essential            |

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| Ability to problem solve, find solutions and overcome obstacles  | Essential |
| Strong understanding of complex data, to explain it, and apply that insight in improving support quality | Essential |
| Ability to write and produce concise reports to a high standard  | Essential |
| Ability to manage and improve staff and service performance  | Essential |
| Ability to manage own time effectively and productively , knowing when to seek support                   | Essential |
| <b>Other requirements</b>  |           |
| 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 |
| Full driving licence and access to car with business cover insurance                                     | Essential |
| Flexible approach to working hours, with the ability to travel with occasional overnight stay            | Essential |

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