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|---------------------------|---|-------------------------------|-------------------------|
| <b>Role title</b>         | Helpline Information Officer (x2 roles) | <b>Directorate</b>            | Stroke Support          |
| <b>Location</b>           | Bromsgrove, Life After Stroke Centre    | <b>Accountable to</b>         | Stroke Helpline Manager |
| <b>Travel requirement</b> | Occasional                              | <b>Accountable for</b>        | N/A                     |
| <b>DBS check</b>          | No                                      | <b>Core Role Anchor Level</b> | Deliver                 |

|                      |    |              |                  |               |                         |
|----------------------|----|--------------|------------------|---------------|-------------------------|
| <b>Hours</b>         | 21 | <b>Grade</b> | E                | <b>Salary</b> | Circa £15,500 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 and via our helpline. This provides information and support to people affected by stroke across the UK via telephone, email and letter. 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 and fundraising.

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

## **Purpose of role**

The Stroke Association has 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.

Helpline Information Officers are responsible for providing information, guidance and support to people affected by stroke and to:

- Ensure the needs of enquirers are identified and addressed through a range of channels including telephone, letter, email and social media
- Work collaboratively with the Stroke Helpline team to deliver an effective and high quality national stroke helpline and information service
- Work with colleagues across the organisation to realise our corporate objectives.

### Key responsibilities of role

| Responsibility areas   | Performance indicators   | Key competencies  |
|--|--|---|
| To accurately identify, respond to and record practical and emotional enquirer needs.  | <ul style="list-style-type: none"> <li>Details of needs and signposting/support provided are consistently logged on CRM and in written responses.</li> </ul> | Customer focus  |
| Provide a timely response to enquirers about stroke and related topics via a range of channels.  | <ul style="list-style-type: none"> <li>Responses are within service standards</li> <li>Responses provided using original channel of enquiry</li> </ul>       | Customer focus  |
| Provide accurate information about the Stroke Association, stroke and related topics via a range of channels.  | <ul style="list-style-type: none"> <li>Monitoring demonstrates use of evidence-based stroke information and helpline reference tools.</li> </ul>             | Customer focus  |
| Contribute to the development and maintenance of helpline guidelines, policies and procedures.   | <ul style="list-style-type: none"> <li>Evidence of reviewing practice and updated guidelines.</li> </ul>   | Improvement and innovation<br>Communication and Collaboration<br>Change readiness |
| Appropriately deal with challenging or unusual enquiries, including those concerning adults at risk, repeat callers, complaints, angry/emotional callers and those relating to sensitive PR activity | <ul style="list-style-type: none"> <li>Relevant policies and procedures implemented</li> <li>Enquiry responses reflect media briefings</li> </ul>            | Communication and Collaboration<br>Customer focus<br>Leadership                   |
| Work well under pressure and remain emotionally resilient in relation to volume and nature of enquiries.   | <ul style="list-style-type: none"> <li>Resilience framework is utilised</li> <li>Time management strategies employed</li> </ul>                              | Leadership<br>Communication and Collaboration<br>Customer focus                   |
| Share knowledge and skills about stroke  | <ul style="list-style-type: none"> <li>Active participation and/or</li> </ul>  | Leadership  |

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| and helpline practice with helpline team  | <p>leadership of training sessions</p> <ul style="list-style-type: none"> <li>• Sharing skills/knowledge through informal opportunities</li> </ul>                                      | Customer focus<br>Improvement and Innovation   |
| Contribute to the smooth running and the delivery of the helpline service.                            | <ul style="list-style-type: none"> <li>• Demonstrate responsiveness and flexibility in day to day conduct</li> </ul>  | Communication and Collaboration<br>Business acumen<br>Leadership<br>Customer focus                                 |
| Contribute to keeping essential service information up to date  | <ul style="list-style-type: none"> <li>• Evidence of updating, storing and/or sharing information</li> </ul>  | Communication and Collaboration<br>Leadership<br>Customer focus<br>Improvement and Innovation                      |
| Work with other directorates and external agencies to achieve business objectives                     | <ul style="list-style-type: none"> <li>• Access and share knowledge, expertise, views and insight</li> <li>• Stroke Association colleagues are treated as internal customers</li> </ul> | Improvement and Innovation<br>Communication and Collaboration<br>Leadership<br>Business acumen<br>Change readiness |
| Ensure personal development through identifying and addressing knowledge, skills gaps and aspirations | <ul style="list-style-type: none"> <li>• Personal training record</li> </ul>  | Improvement and innovation<br>Leadership   |

## 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"> <li>• Evidenced attendance at training sessions/events</li> <li>• All mandatory training is completed</li> <li>• Performance and Development Review completed to standard.</li> </ul>  | Leadership<br>Improvement and Innovation   |
| 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> | Leadership<br>Change Readiness<br>Business Acumen                                |
| To contribute to any project work as required.             | <ul style="list-style-type: none"> <li>• Examples of project work completed to specification.</li> </ul>  | Communication and collaboration<br>Business acumen<br>Improvement and Innovation |

## Person specification

| Education   | Essential/Desirable |
|---|---------------------|
| Educated to A level standard or equivalent or have relevant demonstrable industry experience  | Essential           |
| Willingness to undertake training and professional development  | Essential           |
| Experience  |                     |
| Significant experience of working with the general public in a helpline/information provision setting <b>OR</b> significant experience of working directly with people affected by stroke | Essential           |
| Experience of providing high quality support and evidence-based information to others, verbally and in writing  | Essential           |
| Experience of working with colleagues across an organisation to respond to enquiries beyond the remit of the helpline   | Essential           |
| Experience of assimilating and summarising complex information in Plain English for a range of audiences  | Essential           |
| Experience of maintaining computerised and manual information systems   | Essential           |
| Experience working with a customer or membership database   | Essential           |
| Experience of handling difficult or emotive conversations   | Essential           |
| Skills and abilities  |                     |
| IT literate and fully conversant in Microsoft Office Word, Excel, Outlook and the internet  | Essential           |
| Ability to identify a caller's information and emotional needs, and to search for/retrieve and communicate information on a wide range of possible topics while on call                   | Essential           |
| Ability to deal with enquiries at all levels, over the telephone, in writing and in person,   | Essential           |

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| with professionalism and diplomacy  |           |
| Ability to explain complex scientific information to a lay audience   | Essential |
| Excellent verbal and written communication skills, including excellent grammar and spelling                                   | Essential |
| Excellent listening skills and the ability to provide empathy   | Essential |
| Ability to deal sensitively with callers who may be distressed or angry   | Essential |
| Ability to work well under pressure and work flexibly according to the needs of the service                                   | Essential |
| Emotionally resilient with the ability to handle a high number and wide variety of calls in a professional and supportive way | Essential |
| Ability to work collaboratively and effectively as part of a team   | Essential |
| Ability to work without direct supervision, use your initiative and prioritise your own workload                              | Essential |
| Ability to work within a framework of confidentiality   | Essential |
| Ability to manage enquiries received as the result of sensitive PR activity   | Desirable |
| Ability to use social media   | Desirable |
| <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 be familiar with the GDPR (General Data Protection Regulations)  | Desirable |

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| To have an understanding of stroke, its effects and of wider support systems including disability, health and social care services | Desirable |
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This information will be used as part of the shortlisting process.