Role title	Stroke Association Support Coordinator	**Directorate**	Stroke Support
Location	Croydon (office based)	**Accountable to**	Stroke Association Support Manager
Travel requirement	Frequent	**Accountable for**	Volunteers
DBS check	Yes	**Core Role Anchor Level**	Deliver

Hours	**28**	**Grade**	**D**	**Salary**	**Circa £19,800 per annum (including £1,400 outer London weighting)**
Contract type			**Permanent**		

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 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 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 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	• 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	• 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	• 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	• 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	• Volunteer induction and development plans	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	• A developed and supported network of local stroke clubs and groups	Communication and Collaboration, Improvement and innovation

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	• 'In my area' profiles up to date	Communication and Collaboration Improvement and innovation Business Acumen
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	• Actions from inter-departmental meetings	Communication and Collaboration Improvement and Innovation
To keep up to date with new developments and ideas in stroke knowledge, treatment, and services	• Personal training record	Improvement and innovation

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	• 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.	• Familiar with competency framework including values, mission and vision.	Change Readiness Business Acumen

	• Accessed and read the Staff Handbook and any relevant policies and procedures to your role. • Willing to travel during the course of your duties with possible overnight stays away from home.	
To contribute to any project work as required.	• 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	Essential

partner agencies	
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 organisations	Essential
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
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 to acquire	Essential

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