

Job Title	Patient Information and Support Nurse
Version	1.0

The Irish Heart Foundation is the national charity dedicated to the reduction of premature death and disability from heart disease, stroke and other diseases of the circulation.

Our Medical Director, a practising cardiologist, provides high level expert advice to the Foundation and its staff.

We would now like to add to that expertise by recruiting a nurse with extensive cardiovascular experience to work with our team in providing support to people living with cardiovascular disease and their families.

The role would include providing expert advice and information to our team, advising on and creating content for our printed and web based informational materials, advising on and assisting with patient information meetings and by directly responding to calls and online queries to provide information, support and advice to patients, their carers and the general public.

Calls and online queries currently amount to approx. 8-10/day. Once these are answered, the remainder of the time would be working with our health promotion, online and printed information teams.

Currently, most queries are from people looking for information on managing their conditions through lifestyle changes, questions regarding the medication they have been prescribed or advice on how frequently they should be monitored by their doctors. Other callers want information on arrhythmias, stroke, cardiomyopathy, heart failure, heart attack and valvular disease.

A small number of queries are from people preparing for heart-related tests and surgery. These people are looking for information on how to prepare for the procedure, what will happen during the test or operation and how they will feel and recover afterwards.

Key Responsibilities:

- Work as part of a team providing a high quality information and support service in a professional, sensitive and courteous manner by actively listening to all callers and responding appropriately to their inquiries
- Provide appropriate accurate written response to email enquiries within established timescales
- Assist enquirers in assessing their information/support needs
- Develop a working knowledge of the role, services and resources of the organisation
- Complete the database template to allow monitoring of all call and online data
- Undertake other tasks and duties commensurate with the post as may be requested by the Manager from time to time
- Maintain a thorough knowledge of the risk factors associated with cardiovascular disease, an up to date knowledge of heart disease, stroke and other diseases of the circulation
- Maintain a knowledge base on developments in cardiovascular care including health and social policy and health care provision

- Signpost appropriately to relevant resources and agencies
- Maintain a comprehensive resource of high-quality up-to-date, relevant information, encompassing all aspects of heart disease and stroke, care and support
- Maintain continuous professional development for both role and NMBI registration

Skills and Experience Required:

- Extensive cardiac nursing experience in the acute clinical area
- Specialist course in cardiac nursing (desirable but not essential)
- Extensive knowledge of the risk factors associated with cardiovascular disease and an up to date knowledge of all cardiac conditions, including relevant investigations and treatments
- Excellent interpersonal, listening and empathy skills
- Excellent spoken and written English with the ability to communicate complex information using plain English
- Good IT skills including social media
- Experience of using databases and understanding of GDPR requirements
- Able to work as part of a team
- Able to adapt to a non-clinical environment
- Current NMBI Registration

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs. We will retain all applicants' details for up to 18 months after which they will be deleted.

Hours of work:

This post is part time with the hours envisaged to be five mornings/week based at our offices at 17-19 Rathmines Road Lower, Dublin 6

Salary:

Negotiable (dependant on experience)

Benefits Include:

- Pension scheme
- Taxsaver
- Bike to work
- Study assistance
- Educational assistance
- Health Screening
- Christmas Savings Scheme
- Vodafone Discount to IHF employees
- Annual Flu Vaccine
- In house canteen

Please email your CV to hr@irishheart.ie

The closing date for all applications is on 20th March at 4pm

