

**Contract Nurses with Cardiac or Stroke care experience required for sessional work with the Irish Heart Foundation**

The Irish Heart Foundation is Ireland's national charity dedicated to fighting heart disease and stroke. Every hour someone in Ireland suffers a stroke and every day hundreds of people are diagnosed with heart conditions. The lives of these people are often cut tragically short. Many are left disabled. Almost 9,000 die from heart conditions and stroke every year in Ireland making cardiovascular disease one of the nation's biggest killers. We work to turn this around – support people to live healthy lives and avoid cardiovascular disease, but also to support people living with heart conditions and stroke.

**Support Line Nurses** with a background or experience in stroke/heart failure/cardiac care are required for regular remote and sessional work with the Irish Heart Foundation (approx. 8-16 hours per week). This work includes carrying out phone-based needs assessments, dealing with helpline queries and provision of phone support for stroke clients and/or people living with heart failure. The phone support includes provision of information on self-management, secondary prevention, guidance and signposting.

**Key Responsibilities:**

Make and answer calls in accordance with operating guidelines of the service.

Respond to queries by both phone and email, in a supportive manner, ensuring caller dignity and confidentiality.

Conduct an initial needs assessment and/ or a brief patient reported outcome measure and well-being check (by phone), with new clients living with cardiovascular disease entering our stroke and heart failure support services. Ensure new clients are clinically stable or are referred back to their medical teams when required.

Provide follow up advice and information to clients in our support services as required. This may include liaising with the client's medical team (very occasionally), with client consent.

Provide content for the IHF's private Facebook Groups each quarter. This may be a written article, a pre-recorded presentation or Q&A session with an expert or a Facebook live Q&A session.

Maintain a knowledge base of services/resources for cardiovascular patients throughout Ireland. Using your own judgement and experience, use that knowledge base to inform client of and signpost clients to appropriate services and resources.

Ensure that information given to callers, both verbal and non-verbal, is from reliable sources.

Share any new information to other members of the nurse support line team.

Keep informed of any campaigns and events which may result in an increased number of calls on a specific issue.

Input data related to clients onto the appropriate reporting templates.

Forward information to callers – leaflets, booklet and appropriate web links.

Participate in Quality Assurance measures including call evaluation and call monitoring.

Participate in promotion campaigns to raise awareness of helpline.

This work would suit someone who wishes to work from home and enjoys working with people living post a cardiovascular event and who is passionate about promoting self-management and ensuring people have the information they need to stay well.

#### **Qualifications and skills**

- Registered General Nurse
- Two-year's experience working in cardiovascular care
- Comfortable delivering support by phone
- Excellent computer skills, with a good working knowledge of Excel, Word and relational databases.
- Excellent communication skills – phone and written communications.
- Comfortable working with people who have challenging physical and psychological disabilities.
- Knowledge of motivational interviewing and brief interventions would be an advantage but is not essential.

#### **Location and shift days:**

We are looking for nurses able to work from home and with a reasonable WIFI connection. We will provide a laptop and a phone. There is flexibility over the number of days required per week, taking into considering the times of the day that best suits our members

#### **Enquiries:**

All enquiries to Tracy Egan on 01 6685001 or email [tegan@irishheart.ie](mailto:tegan@irishheart.ie)

Closing date for applications: 30<sup>th</sup> September 2022