

Job Title	Heart Support Programme Officer
Reports too:	Heart Services Development Manager
Location:	Rathmines and working from home
Job status:	Permanent, full-time

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. Together we are working to eliminate preventable death and disability from heart disease and stroke, and to support and care for those living with these life-changing conditions. We work to achieve this by:

- Caring for and speaking out for people in the community living with heart conditions and stroke, and their families.
- Innovating and leading in health promotion and prevention to change health behaviours and reduce cardiovascular risk.
- Building a nation of lifesavers through CPR training.
- Campaigning and advocating for policies that support people to live healthier lives.
- Information provision.

Our team currently is approx. 67 employees and up to 100 volunteers working towards the Foundation's vision of a future where no hearts are broken by preventable heart disease.

IHF Patient Support Services

We provide support online, by phone and in person to more than 4,000 people affected by heart disease and stroke and their carers. The key elements of the IHF's patient support services are:

- A phone-based programme (The Stroke and The Heart Connect Service) providing social, emotional and practical support mainly to newly discharged stroke survivors and people living with a clinical diagnosis of heart failure.
- Weekly/monthly online peer support and exercise groups.
- A range of complementary programmes including fatigue management, psychological wellbeing groups, physical activity, counselling and self-management
- Social media groups providing peer support along with comprehensive health and wellbeing information and advice

The Role:

We need an enthusiastic person with relevant experience for The Heart Support Programme Officer role in The IHF Patient Support Services Team.

Key Responsibilities:**Heart Failure Service:**

- Making introductory phone calls to members living with Heart Failure, and recording data from these calls.
- Escalating/signposting any issues to relevant clinical team and encouraging the member to self-manage their condition.
- Daily coordination of all heart failure referrals from heart failure clinic nurses, and reporting back to nurses where necessary after introductory call.
- Monitoring patient stats and contributing to reports as needed for e.g. monthly updates , service activity updates and contributing to HSE reports.
- Ensuring consistent communication and follow up with heart members, checking in, signposting to IHF Services and external services.
- In line with policy and procedure referring people for counselling and liaising with these counsellors to arrange appointments.
- Keeping track of the counselling sessions that take place
- Planning and implementing the sign-up journey such as Mailchimp and HF website registration form.
- Adding all members to the database for services such as counselling, call log details or newsletter, as needed or liaise with patient support administration to ensure data capture.

Information needs and newsletter:

- Assisting with the distribution of information and discharge packs to hospitals and Members as needed
- Assisting with content development and coordination of digital information, leaflets, newsletter and online support meetings.
- Working with IHF volunteers to co-ordinate HSN newsletter including design, print and distribution.

Social media and digital engagement:

- Coordination of the daily running and content management and monitoring of the IHF Heart Support Facebook group.
- Keeping track of engagement and creation of short online polls
- Data analysis –use Google analytics and Facebook insights to report on and keep up to date reports on the, Facebook group
- Recruiting Members for communications, interviews and content sharing.
- Recording monthly patient interviews for the HSN during campaigns for e.g., Heart Failure awareness week

Volunteer support:

- Sending on appropriate patient referrals to Volunteers for introductory calls and updating the database as the calls are completed.
- Matching members to Peer to Peer volunteers and checking in on progress.
- Link in with the Volunteer team on regular basis for Heart Network volunteer updates or when any problems arise.

Service Development

- Regular engagement with members of the HSN and the Heart Failure service to stay up to date on member needs and programmes of interest
- Organising and recruiting participants for short-term online programmes and supporting participants access these programmes as necessary

Service Evaluation, reporting and data collection

- Collating data and recording number of attendees for reporting purposes to sessions and taking account of registered members (HSN, ThankQ groups).
- Involvement in the evaluation of patient support services and assessment of the impact to patients
- To assist with the creation and dissemination of heart service patient satisfaction surveys
- To administer and record patient self-reported outcome tools as needed.

Service promotion

- Promoting our heart support services to patients and professionals in conjunction with Management and the wider Patient Support Team.
- Promoting and signposting to the IHF volunteer programme as appropriate

Skills and Experience Required

- A 3rd level qualification is desirable
- A strong client centered approach.
- Ability to problem solve and have a proactive approach in finding solutions
- Ability to multitask and cope with multiple demands at any one time
- A reliable and flexible approach is essential with occasional evening work outside of normal working hours
- Experience in working with patients living with chronic and long-term health conditions and an understanding of the challenges they face is essential.
- Confident and comfortable communicating by phone with people is essential
- Experience of moderating and content creation on social media platforms is desirable.
- Experience working with volunteers is desirable.
- Excellent computer and administration skills and a high level of proficiency using the Microsoft Office suite, particularly PowerPoint, Excel and MS Word are essential.

- Previous experience working with a CRM or patient management database is desirable.
- An ability to work on own initiative as well as part of a wider team.
- Experience working and networking/signposting to other healthcare professionals and organizations providing support services for people living with chronic health conditions is desirable.
- Experience in assessing client's needs is desirable, but not essential.
- Excellent organizational skills
- Experience working with budgets
- Experience and ability to communicate effectively with a range of internal and external stakeholders, including Healthcare Professionals is essential

General conditions of service

This job description is not intended as an exhaustive list of duties/responsibilities and may be amended from time to time in accordance with the needs of the service.

Benefits of working with Irish Heart Foundation:

Flexible working with our hybrid working model, our team enjoy more flexibility working from home and our Head office location in Rathmines (2 days per week office based) or more if you prefer!

We provide benefits to help you protect your health and financial security; and give you peace of mind.

- Pension scheme with employer contributions, from day 1 of service
- Life assurance of 4 times base salary with immediate effect
- Income continuance/disability benefit, at no cost to you from day 1 of service
- Paid Maternity leave
- Company sick pay
- Generous annual leave policy including additional company days
- Bike to Work Scheme, Travel Saver Tickets, Excellent public transport links
- Employee assistance Programme
- A wonderful office we are proud of with excellent working, kitchen and changing facilities
- Events organised by social club and Health and Well-being Committee
- CPR Training for all employees
- Ongoing Training and Development initiatives to help you grow your career with us

Details of Role and Application process

This is a full-time permanent, Monday to Friday. The role is based in the Irish Heart Foundation's offices in Rathmines, Dublin working a Hybrid model. To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager.

Email: hr@irishheart.ie



The closing date for this position is 30th September 2022 The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy.