



<b>Job Title</b>	<b>Stroke Services Coordinator – CHO1 Area (Donegal and Sligo)</b>
<b>Manager</b>	<b>Stroke Services Manager</b>
<b>Contract</b>	<b>Permanent</b>
<b>Location</b>	<b>Remote</b>

### **Irish Heart Foundation**

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. It is the National stroke and heart charity.

Every hour someone in Ireland suffers a stroke and everyday hundreds of people are diagnosed with heart conditions. The lives of these people are often cut tragically short. Many are left with disabilities. Over 9,000 people die from heart conditions and stroke every year in Ireland making cardiovascular disease one of the nation's biggest killers.

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.

### **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 Irish Heart Foundation's stroke support services are:

- A phone-based programme providing social, emotional and practical support mainly to newly discharged stroke survivors and their families
- Face to face support groups
- Specific supports for stroke survivors of working age
- 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**

The Irish Heart Foundation is seeking a highly motivated person with a relevant or experience to deliver phone support and coordinate face to face stroke support groups in the CHO1 area (Donegal and Sligo).

The role will also involve some content generation and monitoring of our closed Facebook group for stroke survivors and facilitation of other support activities.

### **Key responsibilities – Stroke Connect Service (SCS)**

Undertake specific tasks in relation to the phone support Stroke Connect Service including:

- Work with clients on their recovery goals.
- Provide a kind and supportive listening environment for each client, whilst being mindful of empowering the client to manage their own recovery.
- Signposting to other agencies as required.
- Carry out benchmarking with clients at the start and on completion of the phone support intervention, using simple outcomes measurement tools and satisfaction surveys.
- Monitor and report on clients' progress weekly and follow procedures to flag changes in key needs
- Providing volunteers working on the service with support, guidance and troubleshooting.
- Follow escalation protocols should there be issues or concerns related to a client's health or any other circumstances.
- Sign-off the client at the end of the intervention and make recommendations on "next step" support programmes, be the IHF or other agency interventions.

### **Key responsibilities - online support**

**Introduction:** Via Zoom, the IHF runs a series of online exercise classes, information and social events.

In line with IHF policies and procedures, the successful applicant will coordinate a range of Zoom sessions, working with other members of the stroke support team according to the team roster and undertake tasks including:

- Organise and co-host peer support meetings.
- Coordination of short term online and face to face courses. Supervise weekly exercise sessions delivered by physical activity trainers.
- Monitor attendance and report on attendance post event.
- Monitor the wellbeing and encourage attendee participation during sessions.
- Work with colleagues to input content and monitor Facebook groups.

### **Key responsibilities – onsite in-person 2-hour sessions x 2 locations**

- Plan and operate two-hour face to face sessions in the CHO1 area (Donegal and Sligo), in line with IHF policies and procedures. These locations may be subject to change.
- Provide a safe, welcoming and supportive environment for stroke survivors to interact and support each other and have access to information and advice that will empower them to live well as well as possible with their condition.
- Arrange booking of venues, and complete venue risk assessments in relation to all areas of safety and wellbeing.
- Facilitate group sessions to meet service goals.
- Carry out short outcome measurements at defined intervals. Upload information to

database system.

- When safe to do so, organise occasional recreational outings and carry out venue risk assessments.

### **Key Responsibilities - Administration**

- Client record keeping – ensuring all key information such as membership and GDPR forms are updated on the IHF's database.
- For SCS clients, complete brief weekly reports and end of service discharge reports.
- Work sensitively with clients to administer service evaluation tools in order to capture key information tracking service impact.
- Provide regular reports on all areas of role.
- Input into applications for funding, IHF media commentary, newsletter and other communications to clients and to the wider general public.
- Recruit clients for occasional research studies and coordinate their participation.
- In line with the IHF's money handling procedure, maintain an income and expenditure spreadsheet.
- Flexibility across the patient support department to help out with other service strands as required.
- This list is not exhaustive.

### **Health and Safety**

- Undertake Training in First Aid and administer First Aid if qualified to do so.
- Undertake training in infection control and adhere to safety and risk protocols at all times in line with IHF and HSE guidelines, working with the stroke support groups venue to ensure they can accommodate our infection control needs.
- Working with volunteers, support group clients and facilitators to ensure a safe environment for all.
- Adhere to the IHF Health and Safety policy and procedures at all times.

### **Training and Development**

- Undertake Training as required by the Manager.

### **Policy and Procedure**

- Adhere to all IHF policies and Procedures at all times.

### **Skills and experience**

- Confident and comfortable communicating by phone and running group meetings with clients with cognitive and communication challenges.
- Experience working with clients with a wide range of physical, emotional and psychological needs and an ability to manage difficult or unexpected responses from clients.
- Excellent computer and administration skills and a high level of proficiency using the Microsoft Office suite, particularly Excel and MS Word.

- Previous experience working with a CRM or patient management database is desirable but not essential.
- An ability to work on own initiative as well as part of a team.
- Experience working and networking/signposting to other health professionals and organizations providing support services for people with disabilities.
- Experience in group facilitation and peer support is desirable, but not essential.
- Experience in assessing a client's needs is desirable, but not essential.
- A reliable and flexible approach.
- A strong client centered approach.
- Full, clean driving license and own car.

#### **Desirable**

- A social care/healthcare qualification or equivalent.
- Experience working with people with disabilities and/or chronic health/neurological conditions.

#### **Amendment Clause**

Carry out any other duties from time to time that are reasonably required by the Manager. The above is a guide to the nature of the work required. It is not exhaustive. Job descriptions are reviewed on a regular basis in line with business needs.

#### **Benefits of working with the Irish Heart Foundation:**

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
- Employee Health Checks
- 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.
- Flexible and remote working

**Details of Role and Application process:**

This is a full-time role, Monday to Friday. This is a remote role, with requirement to attend head office in Rathmines, once a quarter.

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](mailto:hr@irishheart.ie)**

**Closing date is 3<sup>rd</sup> of October 2023.**

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a no smoking policy. Employees are not permitted to smoke whilst undertaking any duties on behalf of the Foundation.