

Role title:	Volunteer Programme Facilitator (Patient Services Department)
Job Status:	Full-time
Location:	Rathmines (Hybrid), Monday and Thursday Office days
Reports to:	IHF National Volunteer Manager (Patient Services Department)

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

We currently have approx. 80 employees and over 100 active volunteers working towards the Companies vision of a future where no hearts are broken by preventable heart disease.

The aims of the volunteer programme within the Irish Heart Foundation includes:

- **Enhancing Patient Support:** Provide emotional, practical, and educational support to heart and stroke patients, improving their overall well-being.
- **Community Outreach and Awareness:** Increase awareness about heart health and stroke prevention through community outreach, education, and engagement.
- **Expanding Services:** Extend the reach of the Patient Services Department by involving volunteers in various activities, enabling us to support a larger number of individuals.
- **Capacity Building:** Build the capacity of the volunteer team through training and development programs, enhancing their ability to provide quality support and services for our members nationwide.
- **Advocacy and Policy Support:** Engage volunteers in advocating for policies that promote heart health and improve the overall cardiovascular well-being of the community.

These aims collectively work towards the overarching goal of the volunteer programme, which is to enhance the support system for individuals affected by heart and stroke issues while contributing to the broader mission of the Irish Heart Foundation

Our **Volunteer Programme** aims to grow and expand to support the Patient Support Services department and our strategic goal to “Care for each and every heart impacted by cardiovascular disease through online, telephone and community-based support programmes”

Much of our additional capacity to deliver the new services outlined in the strategy will be provided by volunteers and it is essential we develop a vibrant volunteer programme to support the delivery of our strategic goals and increase the scope and depth of our supports.

The Role:

Under the supervision and guidance of the IHF National Volunteer Manager the Volunteer programme facilitator will provide vital supports to our members and in developing, planning and implementing the volunteer programme. Part of this vital role is to work closely with the NVM to develop our Let's Talk peer support service. This service aims to help reduce isolation and the negative impacts loneliness can have on our members mental and physical health and help re-establish personal connections and interests within a community setting. Our trained volunteers will provide a listening ear and share a lived experience to help our members on their recovery journey.

Let's Talk peer support service duties include:

- Work closely with the NVM towards the planning, development, and implementation of an effective IHF peer telephone support for members with lived experience of stroke and heart conditions.
- Ensure clear pathways for entry into the Let's Talk Peer support service.
- Support and supervise Let's Talk Peer volunteers.
- Receive and check Let's Talk referrals and ensure members want to engage in the service.
- Coordinate Call 1 -3 with discharge and further signposting if required and update database to reflect members availing of the service.
- Screening of peer calls to check suitability and ensure quality and delivery of calls.
- Ensure best and most suitable match by looking at age profile, interests, and hobbies and re match if required or manage exit strategies.
- Scheduling and managing call rotas for Let's Talk volunteers.
- Keep Let's Talk referral call sheet tracker up to date on engagement and calls made.
- Act as point of contact for volunteers on the Let's Talk peer support service.
- Ensure escalation process followed on any concerns of members by peer volunteers or any signposting to further supports is followed through on last call and recorded.
- Report on activity and progress of peer services monthly.
- Work closely with the NVM on evaluation and feedback of the Let's Talk support service.
- Flexibility around service needs with a view to developing online Let's Talk peer supports if required.

Other duties:

Under the direction of the **National Volunteer Manager**, you will

- Assist NVM with advertising, recruitment, interviews, and vetting processes of IHF patient support volunteers.

- Help with the retention of volunteers needed to help people living with heart and stroke conditions and their carers and make them feel included as part of the IHF.
- Support and supervise administration volunteers in head office, arrange their in-house training, volunteer rotas, help delegate responsibilities or work closely with the programme lead to ensure volunteer tasks completed.
- Assist maintaining accurate and up to date records and add new records to the CRM/ database
- Follow-up on any volunteer concerns or issues by either providing support to the volunteer or escalate to NVM.
- Work closely with patient services programme leads regarding supervision of volunteers.
- Work closely with the Volunteer Training Manager around specific training needs.

- Contribute to volunteer programme monthly reports on service stats.
- Assist with the management of the IHF volunteer inbox as part of the volunteer team.
- Contribute towards and participate in internal and external research and monitoring, evaluation and feedback of the volunteer programme and the IHF patient services supports.
- Under the direction of the NVM to ensure The Irish Heart Foundation continues to be in full compliance with the volunteer guidelines, practices, policies, procedures and risk assessments.
- Assist with annual volunteer surveys and contribute towards updating information content and information for volunteers
- Assist NVM with volunteer engagement and communications e.g. Vol workshops and communications
- Work with NVM towards new initiatives and strategies to maintain retention and engagement of volunteers
- Assist the NVM with the planning and organisation of volunteer events for e.g. Annual volunteer day, well-being sessions, drop in sessions.
- Flexibility around the volunteer programme needs.

This list is not exhaustive- The above is a guide to the nature of the work required. Job descriptions are reviewed on a regular basis in line with business needs so there may be additional responsibilities as the service develops.

Essential Criteria:

- A third level qualification in a relevant field or a minimum of 2 years' experience in a similar role.
- Experience in the Volunteer sector is essential.
- Candidates must demonstrate a keen interest and awareness of the needs of people living with long term health conditions, and be confident and comfortable working with members with a wide range of physical, emotional, and psychological needs and an ability to manage difficult or unexpected responses from members.
- Ability to prioritise multiple deadlines in a fast-paced environment.
- Self-motivated person who is committed to the Irish Heart Foundations mission is essential.

- Excellent computer and administration skills and a high level of proficiency using the Microsoft Office suite, particularly Teams, Excel, Word, Outlook and Canva.
- Experience of using case management systems is desirable.
- The ability to work well in a team and liaise with management, staff and Volunteers to achieve our strategic goals.
- Experience networking with other agencies and community development is desirable.
- Excellent organisational skills, ability to multitask and report writing is essential.
- A reliable and flexible approach.
- Fluent English, excellent communication skills; written and spoken.
- A strong client centred approach.

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

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 (EAP)
- 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 role permanent role, working Monday to Friday.

The role is a hybrid role, and 2 days are based in the Irish Heart Foundation's offices in Rathmines, Dublin, with 3 days working from home.

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 April 2024

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy.