



Job Title:	Patient Support – Nurse Line, nurse
Location:	Remote working with occasional attendance at office for team events
Report to:	Heart Conditions Manager
Contract	Part time, permanent contract (16 hours per week),

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. 120 employees and over 100 volunteers working towards the Company's vision of a future where no hearts are broken by preventable heart disease.

Nurse Support Line role:

This role encompasses a number of strands of key service delivery from the Patient Support department. This includes the nurse support line phone and email information service; assessing need and supporting stroke survivors and their carers on our Stroke Connect service; and assessing and supporting people with Heart Failure on our Heart Connect service.

The role is for a nurse with relevant experience, to provide telephone support to callers to our helpline and to members of our heart and stroke support services.

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 needs assessments (by phone) with new stroke and heart failure clients.
- Conduct risk assessments where necessary.
- Provide advice and guidance to people affected by stroke, heart failure and other cardiac conditions.
- 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.

- Using your own judgement and experience, use the IHF knowledge base to inform clients 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 with other members of the nurse support line team.
- Keep up to date with new developments in stroke, heart failure and other cardiac conditions.
- Attend training as required and maintain a CPD log. This will include mandatory training on the new database and mandatory in-person training in Head Office approximately twice per year.
- Keep informed of any campaigns and events which may result in an increased number of calls on a specific issue.
- Forward information to callers – leaflets, booklet and so on.
- Participate in Quality Assurance measures including call evaluation and call monitoring.
- Participate in promotion campaigns to raise awareness of helpline.

Administrative tasks

- Become proficient in using the new IHF database (Q1 2025) and the elements of the MS Office Suite required for the role (MS Word, Excel and MS Teams).
- Create, update and maintain client records as required in service delivery.
- Provide reports and complete reporting templates as required.

Qualifications and skills

- Registered General Nurse with a minimum of two-year's experience working in cardiology or similar services.
- CNS I qualification is desirable.
- Excellent computer skills, with a good working knowledge of Excel, Word and relational databases.
- Excellent communication skills – phone and written communications.
- Comfortable working by phone with people who have challenging physical and psychological disabilities.
- Ability to work in a team, flexibility and excellent interpersonal skills.



Location, Hourly rate and hours of work

- Hourly rate €25 per hour
- Working remotely
- 16 hours per week, Thursday 2pm to 6pm, Friday 9am to 6pm and Monday 9am to 1pm.
- Of the standard 16 hours per week, 1 hour will be attendance at a mandatory team meeting and 15 will involve taking and making calls and emails, or attending other meetings and training.
- laptop and phone will be provided
- The nurse is required to have broad band with good internet coverage.
- Additional hours may be available and will be allocated as available.
- Rosters will be set in agreement with staff such that all required shifts are fully covered.
- Attendance at the mandatory weekly service delivery meeting is also required regardless of shift times.

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.

Benefits of working with 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 currently 3 times basic salary, from day 1 of service
- Income continuance/disability benefit, from day 1 of service
- Paid maternity leave
- Company sick pay
- Generous annual leave policy including 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 Application process

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 COB January 6th 2025.

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.