

Job Title:	Young Stroke Survivor Network (YSSN) Co-ordinator
Location:	Hybrid (Monday and Thursday office days)
Report to:	YSSN & Volunteer Training Manager
Job Status:	Full-Time and Permanent

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 with disabilities. Almost 9,000 people 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.

Irish Heart Foundation 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
- Weekly 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

Our team currently is over 120 employees and up to 100 volunteers working towards the Foundation’s vision of a future where no hearts are broken by preventable heart disease.

The Role

The Irish Heart Foundation is seeking a highly motivated person with a social care qualification or relevant experience to deliver phone support to newly discharged stroke survivors and coordinate in-person, and online support to our young stroke survivors’ network (YSSN).

Key Responsibilities

Stroke Connect Service

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

- Managing a caseload of SCS members.
- Provide a kind and supportive listening environment for each client while being mindful of empowering them to manage their own recovery.
- 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
- Follow escalation protocols should there be issues or concerns related to a client's health or any other circumstances.
- Ensure clients are aware of local stroke and social isolation supports (e.g., ABI Ireland, Headway, ALONE, Social Prescribing).
- Sign off on the client at the end of the intervention and make recommendations on "next step" support programmes, whether IHF or other agency interventions.

YSSN Induction, Information & Resources

As part of this role, you will be responsible for welcoming and engaging new members of the Young Stroke Survivors Network (YSSN), ensuring they have access to the support, resources, and connections they need.

- Provide a warm welcome and introduction to all new members.
- Share an overview of YSSN services, upcoming activities, and available support.
- Answer any immediate questions and provide educational resources on stroke recovery and the benefits of peer support.
- Guide new members on how to engage with the YSSN Peer Community, including joining the WhatsApp group and attending weekly social peer support meetups.
- Provide clear information on how to access stroke support services, both YSSN-specific and nationwide.
- Promote opportunities for members to get involved in volunteering, advocacy, and awareness initiatives.
- Share relevant links to the YSSN website, social media, and other key resources.

Onsite, in-person weekly Meetings

- Plan, operate and attend the face-to-face YSSN sessions in Kilmainham and oversee the YSSN volunteer Peer meet-up sessions in Dublin & Cork on a weekly basis, in line with IHF policies and procedures and under the guidance of the YSSN manager.
- Facilitate group sessions, Weekly risk checklist and venue books as required.
- Liaise with Kilmainham exercise trainers to schedule session dates and 1-1 induction for each new member in line with the IHF PSS risk assessment policy and Procedure .

YSSN case management and Programme Delivery

Case review and Screening to relevant services

- With the support of the YSSN Manager, complete weekly screening of new YSSN referrals most appropriate YSSN intervention.
- Review complex cases or changes to the needs of the member with YSSN manger, and schedule a follow-up check-in

- Monitor YSSN attendance and discharges and maintain updated details on the database.
- Signpost YSSN members to appropriate internal and external services
- Conduct 6 month reviews with YSSN members ensuring updating appropriate records on the database
- Coordinate the YSSN Vocational Return to Work Course including capturing outcomes pre and post course delivery and liaising closely with external facilitators
- Keep YSSN members updated on YSSN service updates through relevant communications channels
- Design programmes and resources tailored to the needs of YSSN members in line with services KPIs

Online Support - 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.
- Deliver short courses and information sessions as needed (e.g. our “Hero’s Journey,” programme delivered monthly online).
- Work within the wider PSS team to recruit expert speakers for information talks.
- Monitor the well-being of the attendees and encourage them to participate during sessions.

Overseeing Volunteers

- Provide support and direction to YSSN peer meet up facilitator volunteers, liaising closely with YSSN Manager
- Working with the YSSN Services Manager to ensure induction and Volunteer probation periods are recorded for new volunteers.
- Provide volunteers on Stroke Connect with support, guidance, and troubleshooting.

Administration and waits list management.

- Ensure all relevant documentation for e.g. records and forms is updated in a timely manner and added to the IHF’s database.
- With the YSSN Manager attend a weekly review of waiting /attendance lists for the YSSN services so throughput is maintained through the service. Ensure waiting list records are maintained and up to date
- 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 the role.
- Support YSSN manager to draft and update service polices and processes ensuing they are in line with service operation
- This list is not exhaustive.

Health and Safety

- Undertake Training in First Aid and administer First Aid if qualified to do so.
- 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.
- Ensure appropriate risk assessment of new YSSN members before commencing gym programme

Training and Development

- Undertaking Training as required by the Manager

Policy and Procedure

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

Amendment Clause

Carry out any other duties from time to time that are reasonably required by the Manager.

Skills and experience required

- A social care qualification or equivalent or experience working in a social care environment.
- Experience working with people with disabilities or neurological conditions.
- Confident and comfortable communicating by phone and running group meetings with clients with cognitive and communication challenges.
- Confident and comfortable 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, as training will be provided.
- Ability to work on one's initiative and as part of a team.
- Experience working and networking/signposting with other health professionals and organisations providing support services for people with disabilities.
- Experience in group facilitation and peer support is desirable but not essential.
- Experience in assessing client's needs is desirable but not essential.
- Experience of working with volunteers is desirable but not essential
- A reliable and flexible approach.
- A strong client-centred approach.

- Full, clean driving license and own car.

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 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
- Company health checks
- 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 permanent role, Monday to Friday. 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 21st of May 2025

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy.

Please be advised the IHF retains all candidate data for a period of 12 months after which it is deleted. Should you wish to have your details deleted earlier than this please contact HR directly to request us to do so.