

Job Title	Stroke Services Coordinator (West and North West) – Letterkenny and Sligo.
Reports too	Stroke Services Manager
Contract	Specific Purpose – Maternity Cover, Approx 12 months
Location	Remote with travel to Letterkenny and Sligo regions

The Irish Heart Foundation

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, stroke, and thrombosis 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, stroke and thrombosis, 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 over 130 employees and up to 150 volunteers working towards the Foundation's vision of a future where no hearts are broken by preventable heart disease.

Patient Support Services

Our Patient Support Department provides 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 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, 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 qualification or experience to deliver phone support and coordinate face to face stroke support groups in the West and North-West health region. The role will also involve some facilitation of other support activities.

Stroke Support Coordinator – Key Responsibilities

Stroke Connect Service (Phone Support)

- Support clients in setting and working toward recovery goals.
- Provide empathetic, empowering phone support.
- Signpost to relevant services and agencies.
- Benchmark client progress using outcome tools and satisfaction surveys.
- Monitor and report weekly on client progress; escalate concerns as needed.
- Complete risk assessments as required.
- Support and guide volunteers delivering phone support.
- Recommend next-step programmes post-intervention.

Online Support (Zoom & Social Media)

- Coordinate and co-host online peer support and exercise sessions.
- Organise short-term online and face-to-face courses.
- Monitor attendance and wellbeing during sessions.
- Contribute to content and moderation of Facebook groups.
- Benchmark client progress using outcome tools and satisfaction surveys.

In-Person Group Sessions (2 Locations)

- Plan and facilitate 2-hour face-to-face support sessions in the West and North West region (Letterkenny and Sligo).
- Ensure a safe, welcoming environment for stroke survivors.
- Book venues and complete risk assessments.
- Conduct outcome measurements and upload data to CRM.
- Organise occasional outings, subject to safety protocols and service needs.
- Group locations are subject to change based on service requirements.
- Support and guide volunteers delivering in person groups.

Administration

- Maintain accurate client records and GDPR compliance.
- Complete weekly and discharge reports for SCS clients.
- Administer service evaluation tools.
- Provide regular service reports and contribute to funding applications and communications.
- Support occasional research recruitment and coordination.
- Offer flexibility across the patient support department.

- This list is not exhaustive.

Health & Safety

- Complete First Aid and manual handling training.
- Ensure safe environments in line with IHF and HSE guidelines.
- Adhere to IHF Health & Safety policies.

Training & Development

- Participate in training as required by management.

Policy & Procedure

- Comply with all IHF policies and procedures.

Skills & Experience

Essential:

- Strong phone and group communication skills, especially with clients facing cognitive or communication challenges.
- Experience supporting clients with diverse physical and emotional needs.
- Proficient in Microsoft Office (Excel, Word); strong admin skills.
- Ability to work independently and collaboratively.
- Reliable, flexible, and client-focused.
- Full clean driving licence and access to own car.

Desirable:

- Social care/healthcare qualification.
- Experience working with disabilities, chronic health, or neurological conditions.
- Familiarity with CRM or patient databases.
- Group facilitation and client needs assessment experience.

Amendment Clause

Carry out any other duties from time to time that are reasonably required by 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 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 and Paid Paternity 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.
- 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 in the IHF Offices in Rathmines, Dublin 6, 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

The closing date for this position is COB Friday 23rd January 2026.

The Irish Heart Foundation is an equal opportunities employer.

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.

Please find IHF Privacy Policy <https://irishheart.ie/privacy-policy/>

If you have any accommodation needs throughout the recruitment process, please contact HR@irishheart.ie

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