

<b>Job Title</b>	<b>Stroke Services Coordinator, Mid-West</b>
<b>Manager</b>	<b>Stroke Services Manager</b>
<b>Contract</b>	<b>Permanent, Full-Time</b>
<b>Location</b>	<b>Based Remotely - Bi-monthly travel to Limerick and monthly travel to Ennis and Thurles</b>

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 everyday hundreds of people are diagnosed with heart conditions. The lives of these people are often cut tragically short. Many are left with disabilities. Almost 10,000 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.

Our support services have grown rapidly in recent years in response to massive unmet needs among stroke survivors and people living with heart conditions. Their purpose is to enable everyone affected by cardiovascular disease to live the fullest and healthiest lives possible.

Our team currently is approx. 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**

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, physical activity, counselling and self-management
- Social media groups providing peer support along with comprehensive health

and well-being 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 Mid 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.
- 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 (3 Locations)***

- Plan and facilitate 2-hour face-to-face support sessions in the Mid-West region (Limerick (bimonthly), Ennis (monthly) and Thurles (monthly)).
- 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.
- Minimum 1 year proven experience supporting clients with diverse physical and emotional needs in a professional setting
- 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 is essential

### **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.

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.

- Up to 5% employee & employer contributions Pension scheme with employer 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
- Paid Paternity leave
- Company sick pay
- Company health checks
- Generous annual leave policy including additional company days and service days
- Bike to Work Scheme
- 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 permanent role, Monday to Friday. The role is remote with attendance required once a quarter in the Irish Heart Foundation's offices in Rathmines, Dublin. 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)

The closing date for this position is **COB 25<sup>th</sup> February 2026.**

**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.

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](mailto:HR@irishheart.ie)

RCN: 20008376 | CRO: 23434