



# Stroke Family Support Co-ordinator (Western Trust)

## Information for Applicants



---

# Contents

---

Welcome from our CEO

Background Information

The Role

Person Specification

What we do for you

How to apply

# Welcome from our CEO

Dear Applicant,

Thank you for your interest in the post of **Stroke Family Support Co-ordinator**. Working closely with hospital and community stroke teams, the voluntary sector and NICHS colleagues, you will make a difference to clients and their families by supporting them in achieving outcomes that will enhance their quality of life and independence.

I believe that in order to make the difference that we do, it is essential to recruit a team of high performing, dedicated staff. In this application pack you can find out more about what it takes to become a key part of the NICHS team.

As a voluntary sector organisation, one of the most important investments we make is in our people.

By embracing the world recognised Investors in People Standard, we have made a commitment to strive towards the very best in people management excellence and to make NICHS a great place to work.

We will appoint an individual who possess the skills and qualities that match our values. These values articulate those things that we genuinely believe in, and our Senior Care Services Co-ordinator will be a champion for these, and promote them in every aspect of what they do.

Our values are *Compassionate, Courageous, Considerate and Committed*.

For many, this values-driven culture is a key element of what makes NICHS a *special* place to work. People demonstrate how they experience the values personally and strive to act as role models, applying them on a daily basis in their relationships both with service users and colleagues; treating people with dignity and respect; supporting people to be involved in their communities; taking responsibility for actions; and being honest, open and accountable. In short, achieving our charitable aims to the highest possible standard.

We are lucky to have attracted and retained a resilient and talented work force, and have many long serving members of staff, some who have been with us for more than 30 years: clear evidence that NICHS is a special place to work, with a climate of positivity, characterised by optimism, mutual supportiveness and good humour.

I would like to thank you for your interest in joining the NICHS team.

Yours faithfully,

Declan Cunnane

Chief Executive

# Our Background

## **The work we do is vital for everyone in Northern Ireland.**

Today in Northern Ireland, ten people will suffer a heart attack. Eleven people will have a stroke. And one in every eight deaths will result from respiratory failure. In addition to this, almost 340,000 people are living with long term chest, heart, or stroke conditions.

Northern Ireland Chest Heart & Stroke is a local charity which helps people living with these conditions and their families. Each year we need to raise over £3m to fund our range of programmes, community services and research in the hospitals and universities of Northern Ireland.

Our vision for Northern Ireland is one where everyone can live life to the full, free from chest, heart and stroke illnesses. To achieve this, our work is focused in these areas: Care Services, Prevention, Health Promotion, Research, Lobbying and Policy Work.

All our work is in Northern Ireland. When people donate to NICHHS, they know their entire gift will be used for local benefit. Please visit our website to find out more about what we do and the difference that we make - [www.nichs.org.uk](http://www.nichs.org.uk).



# OUR CULTURE

Our **Values** are the principles that drive us, the things that are most important to us, our motivation. They reinforce the way we interact with each other, our volunteers, service users and everyone else. They describe why NI Chest Heart & Stroke is unique, and they help to drive the culture of our organisation.

We have identified the four values that best identify the principles that are most important to us, **Compassion, Courage, Consideration and Commitment, the 4 C's.**

All our activities are undertaken to the highest possible ethical standards. In addition to meeting our legal and regulatory requirements, we are committed to acting openly and honestly in all our activities and comply with the standards outlined in the Code of Fundraising Practice and the Charity Governance Code.

- **We will act honestly, truthfully and with integrity in all our actions**
- **We will report our activities in a transparent and open way**
- **We will treat everyone with dignity and respect**
- **We will always act impartially and objectively and avoid conflicts of interest**

## Our Purpose

<b>Care</b>	<b>Health Promotion</b>	<b>Research</b>	<b>Policy &amp; Campaigning</b>
We will offer and deliver exceptional Care Services to meet the needs of people who have chest heart and stroke illnesses & their carers	We will contribute & collaborate with others to prevent chest, heart and stroke illnesses and avoidable deaths	To find better ways to prevent, treat and care for people affected by chest heart and stroke illnesses	To put chest, heart and stroke conditions at the heart of Government and Health Service Agendas



# STRATEGIC PLAN SUMMARY 2018-2023

## Care

<b>Purpose</b>	We will offer and deliver exceptional Care Services to meet the needs of people who have chest heart and stroke illnesses & their carers.
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to increase the number of people availing of our services</li> <li>• to continuously improve the quality and impact of our services</li> </ul>

## Health Promotion

<b>Purpose</b>	We will contribute & collaborate with others to prevent chest, heart and stroke illnesses and avoidable deaths
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to raise awareness of personal risk factors</li> <li>• to empower people to take action to reduce their risk of illness and</li> </ul>

	<p>avoidable death</p> <ul style="list-style-type: none"> <li>• to work with people and communities at high risk on chest heart and stroke illness</li> <li>• to reach out to more young people to develop a healthy start</li> </ul>
--	---

## Research & Impact

<b>Purpose</b>	To find better ways to prevent, treat and care for people affected by chest heart and stroke illnesses
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to fund high quality local research that will deliver tangible benefits</li> <li>• to apply learning from research to influence policy and services</li> <li>• Use our research to improve our services and to inform our public policy positions</li> </ul>

## Policy & Campaigning

<b>Purpose</b>	To put chest, heart and stroke conditions at the heart of Government and Health Service agendas
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to influence public policy relating to chest, heart and stroke conditions</li> <li>• to achieve greater impact on population level health outcomes</li> <li>• to ensure chest heart and stroke survivors have access to the best treatment and care</li> </ul>

## People

<b>Purpose</b>	We will strive to be a value-driven high performing team, with a culture of openness and accountability
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to nurture a culture of strong leadership and continuous improvement</li> <li>• to ensure our people demonstrate our values</li> <li>• to invest in our people</li> <li>• to promote health and wellbeing within the workplace</li> </ul>

## Income Generation

<b>Purpose</b>	To grow income to support our charitable activities with an ethical and
----------------	---

	sustainable approach
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to grow existing income streams</li> <li>• to introduce new and innovative income streams</li> </ul>

## Corporate Services

<b>Purpose</b>	To ensure efficient and effective support is given to enable delivery of our charitable activities
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• to ensure regular and accurate financial reporting</li> <li>• to ensure robust policies and procedures are in place, complied with and regularly updated</li> <li>• to provide secure, flexible, innovative and responsive IT and physical Infrastructure</li> </ul>

## Marketing & Communications

<b>Purpose</b>	To inform, grow and engage our audience
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• All our messages are engaging and informative</li> <li>• Maximum use of all platforms and channels</li> <li>• Raise the profile and awareness of NI Chest Heart &amp; Stroke</li> <li>• Improve staff and volunteer engagement</li> </ul>





# The Role

## JOB DESCRIPTION

<b>Position:</b>	Stroke Family Support Co-ordinator
<b>Reports to:</b>	Head of Service
<b>Hours:</b>	35 hours per week
<b>Location:</b>	Home-based and service venues, Western Trust (Northern sector)
<b>Salary:</b>	NJC point 12 £22,183
<b>Contract:</b>	Full time, permanent
<b>Probationary period:</b>	6 months

---

## Job Description

Working closely with hospital and community stroke teams, the voluntary sector and NICHS colleagues, you will make a difference to clients and their families by supporting them in achieving outcomes that will enhance their quality of life and independence.

You will be providing a needs-based support service to people affected by stroke which will include:

- Receiving referrals from a variety of sources
- Carrying out family support assessments via telephone or home visits
- A listening ear and emotional support
- Signposting to additional support services in the community and across NICHS
- Planning and facilitating support programmes for Carers and Young Stroke Service Users

## Main Responsibilities

### Service Delivery

1. To support the implementation and development of the NICHS Outcomes Framework to meet the needs of stroke survivors and carers in the future.
2. To receive, assess and action referrals against agreed referral criteria.
3. To undertake assessments and set goals with stroke survivors using evidence-based tools.
4. To provide emotional support to users of the service by listening, understanding, and offering appropriate advice, information and support.

5. To liaise with health professionals and other stakeholders, to ensure that the assessed needs of clients and their Carers are met in a co-ordinated way.
6. To establish a strong network base and refer onto other services as appropriate (both internal and external).
7. To deliver services in the community as per NICHHS Service Descriptions and Standard Operating Procedures.
8. To plan and deliver all programme activity sessions in line with NICHHS policies and procedures.
9. To encourage an ethos of self-management and empowerment where appropriate, to act as an advocate for the client and to ensure that client opinions are sought regularly on the services provided.
10. To provide cover for other client groups and services when required.

### **General**

1. To prepare reports as required for the management team of NICHHS and appropriate Health and Social Care Trusts.
2. To maintain client records and files as required to ensure confidentiality of information, in line with NICHHS policies and procedures.
3. To input into the maintenance of NICHHS's Client Management System.
4. To set goals with clients, maintain individual progress reports for each client and organise reviews accordingly.
5. Ensure that financial procedures are adhered to and comply with NICHHS accounting procedures.
6. To pro-actively establish networks and partnerships.
7. To identify, and make use of, any opportunities to publicise NICHHS and its services and support NICHHS communications and engagement strategy.
8. Any other duties as requested by the Head of Service which fall within the scope of the post.

## Recruitment, Selection and Management of Volunteers

1. With direction and support from Head of Service recruit, select, induct and train a pool of volunteers to assist in the provision of services to clients and their carers in your service areas.
2. To supervise and support the volunteers in relevant matters relating to the services provided.
3. To maintain volunteer records including attendance at training and development sessions.
4. To ensure all volunteer expenses are accurate and claimed on a monthly basis within the accounting procedures timeframe.

*\*This post falls within ongoing NICHHS Service development and the ongoing impact of Covid 19. Consequently, there may be changes and amendments to some elements of the role and subsequent duties and responsibilities.*

## **Person Specification**

<b>Criteria</b>	<b>Essential or Desirable</b>
Full UK Driving Licence	Essential
A minimum of 1 years experience of delivering support services to people with long terms conditions or disability	Essential
Proven experience of delivering programmes and or activities to a client base	Essential
Proven experience of working as part of a team to achieve objectives	Essential
Proven experience of goal setting to achieve health and wellbeing outcomes for a client base	Essential
Excellent prioritisation and organisational skills to meet deadlines	Essential
Excellent oral and written communication and presentation skills	Essential
Proven experience in Microsoft Office Packages	Essential
A third level qualification or equivalent	Desirable
Experience of working within the voluntary/community sector	Desirable
Experience of working within the Health and Social Care system	Desirable
Experience of working with people affected by chest, heart or stroke illnesses	Desirable

## SUMMARY OF TERMS AND CONDITIONS

**Annual Leave:** The post-holder will be entitled to 25 days annual leave. This is exclusive of 10 bank and public holidays. The annual leave year runs from 1 April to 31 March.

**Pension:** Organisation's contributory pension scheme (% employee Contribution will be matched by % employer contribution)

**Car Mileage:** The post-holder will be reimbursed for any business mileage under the Car Mileage Scheme.

**Health Scheme:** You will be eligible to join the health scheme provided by the organisation.

**Death in Service:** You will be eligible to join the death in service scheme provided by the organisation.

**References:** All offers of employment are subject to two satisfactory written references

### **All applicants will be required to produce:**

Evidence of relevant academic and professional qualifications

Evidence of relevant vehicle documentation

Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of identification that will be outlined if no passport is available.

***This job description is not intended to be restrictive or definitive.***

***It is important to note that the responsibilities of the post may change to meet the requirements of the evolving services that the charity provides.***

**NICHHS is an Equal Opportunities Employer**

# What we do for you – Our reward statement

Salary  
Employer Pension contributions (NEST/Company pension scheme)  
Access to Financial Adviser  
Pay increases linked to NJC – cost of living  
Organisation wide training budget  
Attendance at external seminars and conferences  
Accommodation at events  
Business expenses  
Car Mileage Scheme  
Uniforms  
Enhanced paid annual leave  
Paid Bank and Public Holidays  
Additional celebration days e.g. Royal Wedding, Jubilee  
TOIL & Managed Time  
Enhanced sick pay  
Enhanced Parental Pay (maternity, paternity, adoption pay)  
Laptop provision  
Mobile phone provision  
Bike to Work scheme  
Translink TaxSmart scheme  
Death in service plan

Comprehensive induction training  
Investors in People Silver Accreditation  
6 month probation period  
Annual Performance Review  
121 meetings with line manager  
Team Meetings  
On the job learning  
Learning & development linked to Operational plan  
Continuing professional development  
Learning & development linked to individual requests  
Study leave  
Strategy away days  
Staff team building away days  
Coaching & mentoring  
Training certificates  
Open culture of communication  
Staff empowerment – involvement in decisions and consultations  
Policies and procedures  
Equality of opportunity

Return to work interviews  
Occupational Health service  
Access to Independent counselling service 24/7  
Access to a free health check  
Staff Health and Wellbeing days  
Kitchen facilities  
Free tea/coffee/milk/water fountains  
Flowers/gifts to recognise employees with 10 and 15 years service  
Chairman's letter and gift to recognise staff with 20+ years service

Childcare Vouchers Scheme  
Compassionate & Bereavement Leave  
Early closure at Christmas, Easter and July  
Part time work  
Compressed Hours  
Remote/Home Working  
Parental leave  
Dependency leave  
Job share  
Flexible working hours  
Domestic distress leave  
Reasonable time off to attend appointments  
Marriage leave  
Incremental increases to annual leave to recognise long serving staff

# How to apply

## PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about NICHS, the job vacancy and the person required. You should read these carefully.
2. You must complete the application form fully and accurately. If there is insufficient space for your answer, continue on a separate sheet. If typing your application form, the boxes will expand as you type.
3. It is your responsibility to ensure that sufficient information is given on the application form to enable the shortlisting panel to assess your suitability for this post.
4. PLEASE SHOW CLEARLY IN SECTION 4 OF YOUR APPLICATION HOW YOU MEET THE ESSENTIAL AND DESIRABLE CRITERIA OUTLINED IN THE PERSON SPECIFICATION ENCLOSED.

THE SHORTLISTING PANEL WILL REFER TO THIS SECTION **ONLY** WHEN DECIDING WHETHER YOU HAVE PROVIDED SUFFICIENT EVIDENCE TO DEMONSTRATE THAT YOU MEET THE CRITERIA.

Please do not assume that because you have mentioned something in an earlier section of the form, that the panel will accept this as evidence that you meet the criteria. You must clearly describe in Section 4 the example you are relying on to demonstrate your skills and experience. Your application form will not be shortlisted if you do not describe the specific actions **you** took for each example you cite.

### **5. Mission, Vision and Values of NICHS**

Employees of NICHS must support its Mission, which is to prevent chest, heart and stroke illnesses in Northern Ireland and care for those affected by them. All staff must be committed to the Vision of the charity, which is a Northern Ireland free from chest, heart and stroke illnesses.

NICHS expects all staff to 'live' by 4 values, which underpin every aspect of our culture and activities:

**Compassionate: We will be selfless and people centred, showing kindness and concern for everyone we come into contact with;**

**Courageous: We will be brave and challenge the status quo;**

**Considerate: We will treat others as we would expect to be treated ourselves;**

**Committed: We will be dedicated to the success of our charity**

### **6. Applications, CV's and attached sheets:**

- Applications will only be accepted on the official application form (enclosed)

- Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.
  - Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.
7. It is the responsibility of the applicant to ensure an email or signed hard copy of the complete forms, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) is returned by Fri 15 October 2021.
  8. Application forms received after this time and date will not be accepted.
  9. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide Documentary evidence of their identity for verification and photocopying.

Completed applications should be returned no later than 12 noon on Fri 15 October 2021

to:

Caoimhe Devlin  
Head of HR  
NI Chest Heart and Stroke  
21 Dublin Road  
Belfast  
BT2 7HB

Or [recruitment@nichs.org.uk](mailto:recruitment@nichs.org.uk)