



**Care Services Co-ordinator**  
Information for Applicants



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# Welcome from our CEO

Thank you for your interest in the post of **Care Services Co-ordinator**.

2022 is an exciting time for NICHHS, as we continue to expand our team of skilled and dedicated staff, in order to deliver vital services to the people of Northern Ireland. We are recruiting for a number of Care Services Co-ordinators, based in different locations across Northern Ireland.

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 NICHHS 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 NICHHS 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 **Care Services Co-ordinators** 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 NICHHS 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.

Our collaborative working style has brought together staff from across departments, and built a strong sense of team identity. The successful candidate will be joining the NICHHS team at an important time, and will play a key role in providing a needs-based support service to people affected by chest, heart and stroke conditions.

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 NICHHS 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 NICHHS 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.

- o **We will act honestly, truthfully and with integrity in all our actions**
- o **We will report our activities in a transparent and open way**
- o **We will treat everyone with dignity and respect**
- o **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 avoidable death</li> </ul>

	<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>
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## 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
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<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>
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## 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>





We are seeking applications for a number of roles in the following areas:  
Care Services Coordinator. Based in Northern Trust. (North Coast area)  
Care Services Coordinator. Based in Western Trust (Strabane/Foyle)  
Care Services Coordinator. Based in Western Trust (Limavady/Foyle)  
Care Services Coordinator. Based in Southern Trust

## The Role

### JOB DESCRIPTION

**Position:** Care Services Co-ordinator  
**Reports to:** Head of Service  
**Hours:** 35 hours per week  
**Location:** Home-based and service venues  
**Salary:** £24, 920 (NJC point 17)  
**Contract:** Full time, permanent  
**Probationary period:** 6 months

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### Job Description

Working closely with health professionals and community teams, the voluntary sector and NICHHS 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 chest, heart and stroke conditions which will include:

- A Family Support Service delivered in multi-disciplinary settings
- Receiving referrals from a variety of sources
- Co-ordination and delivery of our client and carer support services.

### Main Responsibilities

#### Family Support/ Service Delivery

1. To support the implementation and development of the NICHHS Outcomes Framework to meet the needs of those living with Chest, Heart and Stroke Conditions and their carers.
2. To receive, assess and action referrals against agreed referral criteria.

3. To undertake assessments and set goals with clients and carers 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/signpost onto other services as appropriate (both internal and external).
7. To pro-actively establish networks and partnerships in the statutory and voluntary sector.
8. To deliver services online and in the community as per NICHHS Service Descriptions and Standard Operating Procedures. Services include self-management education programmes, rehab/physical activity programmes and peer support and social inclusion sessions.
9. Undertake regular risk assessments and observe safe working practices to comply with NICHHS Health and Safety policies.
10. To plan and deliver all programme activity sessions in line with NICHHS policies and procedures.
11. 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.
12. To provide cover for other client groups and services when required.

### **Reporting and Recording**

1. To set goals with clients, maintain individual progress reports for each client and organise reviews accordingly.
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 (CMS).
4. To prepare reports as required for the management team of NICHHS and appropriate Health and Social Care Trusts.
5. Ensure that financial procedures are adhered to and comply with NICHHS accounting procedures.

### **General**

1. To identify, and make use of, any opportunities to publicise NICHHS and its services and support NICHHS communications and engagement strategy.
2. To assist from time-to-time in the fundraising activity of the organisation.
3. Any other duties as requested by the Head of Service which fall within the scope of the post.

### **Volunteer support**

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 NICHS 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

Criteria	Essential or Desirable
Full UK Driving Licence	Essential
Educated to A Level and minimum of 2 years' experience of delivering support services to people with long terms conditions or disability  <b>Or</b> a minimum of 4 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 of using IT Packages for service delivery and maintaining records.	Essential
A third level qualification or equivalent	Desirable
A minimum of 4 years' experience of delivering support services to people with long terms conditions or disability	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

**NICHS reserves the right to upgrade one or more desirable criteria to essential should the volume of applications so warrant.**

## **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.***

**NICHS is an Equal Opportunities Employer**

# What we do for you - Our reward statement



Regular 121 Meetings      Annual Performance Review

**Competitive Salary**      **Employer Pension Scheme**      Access To Financial Adviser

Comprehensive Induction Training

**Paid Bank And Public Holidays**

Culture Of Recognition      **Job Share**      Additional Celebration Days

Pay Increases Linked To NJC – Cost Of Living      On The Job Learning

**Car Mileage Scheme**      **Toil & Managed Time**

Attendance At External Seminars And Conferences

**Generous Paid Annual Leave**      Enhanced Sick Pay      Part Time Work      **Study Leave**

Enhanced Parental Pay      Learning & Development Opportunities

**Death In Service Plan**      Occupational Health Service

**Bike To Work Scheme**      Strategy Away Days      **Access To Independent Counselling Service 24/7**

Continuing Professional Development      **Hybrid Working**

Marriage Leave      Compassionate & Bereavement Leave

**Long Service Awards**      Investors In People      Silver Accreditation

Family Friendly Leave      **Duvet Half Day/ Sunshine Half Day**      Incremental Increases To Annual Leave

Reasonable Time Off To Attend Appointments

**Access To A Free Health Check**      Domestic Distress Leave      **Flexible Working Hours**

Staff Health And Wellbeing Days      Staff Empowerment – Involvement In Decisions And Consultations

**Staff Celebration Events**      **Return To Work Interviews**

# 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 Wednesday 18 May 2022.
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 Wednesday 18 May 2022

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)

It is anticipated that interviews will take place on 26 and 27 May 2022.