

Irish Heart Foundation: Stroke Services Coordinator (Part Time) **(<https://www.activelink.ie/node/116126>)**



Job Title: Stroke Services Coordinator

Manager: Stroke Services Manager

Contract: 6 month contract, Part-time (2.5 days per week)

Location: Remote

The Irish Heart Foundation (IHF)

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 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.

IHF 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 IHF'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 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 via our Stroke Connect Calls to our members.

Key responsibilities

Stroke Connect Service (SCS)

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

- Deliver the 8-week SCS phone support intervention to an assigned caseload of SCS clients.
- Work with clients on their recovery goals.
- Provide a kind and supportive listening environment for each client, whilst being mindful of empowering the client to manage their own recovery.
- Signposting to other agencies as required.
- 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
- Providing volunteers working on the service with support, guidance, and troubleshooting.
- Follow escalation protocols should there be issues or concerns related to a client's health or any other circumstances.
- Sign-off the client at the end of the intervention and make recommendations on "next step" support programmes, be the IHF or other agency interventions.
- Assist also with the making of Introductory Calls to people referred to the service.

Administration

- Client record keeping – ensuring all key information such as membership and GDPR forms are updated on the IHF's case management system.
- For SCS clients, complete brief weekly reports and end of service discharge reports.
- Provide regular reports on all areas of role.
- Flexibility across the patient support department to help out with other service strands as required
- This list is not exhaustive.

Health and Safety

- 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.

Training and Development

- Undertake Training as required by the Manager.

Policy and Procedure

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

Skills and experience Required

- Confident and comfortable communicating by phone with clients with cognitive and communication challenges.
- Experience working with clients with a wide range of physical, emotional and psychological needs and the ability to manage difficult or unexpected responses from clients.
- Ability to efficiently manage a caseload of complex clients in busy environment
- 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.
- An ability to work on own initiative as well as part of a team.
- Experience working and networking/signposting to other health professionals and organizations providing support services for people with disabilities.
- Experience in assessing a client's needs is desirable, but not essential.
- A reliable and flexible approach to adapt to competing demands in a busy work environment.
- A strong client-centered approach.

Desirable

- A social care/healthcare qualification or equivalent.
- Experience working with people with disabilities and/or chronic health/neurological conditions.

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
- 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 part time, fixed term role, fixed days to be agreed. The role is fully remote

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 19th June 2025

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/> (<https://irishheart.ie/privacy-policy/>)

If you have any accommodation needs throughout the recruitment process please contact HR@irishheart.ie (<mailto:HR@irishheart.ie>)

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a strict no smoking policy.

Region

Remote

Date Entered/Updated

10th Jun, 2025

Expiry Date

19th Jun, 2025

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