Role Profile

Role	Stroke Association Bank Support Coordinator	**Location**	Homebased, UK, Nationwide
Accountable for	Not required	**Accountable to**	Bank Delivery Coach
Core Anchor Level	Deliver	**Travel**	Occasional travel may be required as part of this role may inc team meetings
DBS check	Not required	**Salary | Grade**	£17.45 per hour | D
Contract Type	This is a casual contract	**Hours**	This is a casual contract 16 hours per week (x 3 roles)

Overall purpose and impact

Our Locality Impact Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, Stroke Association support groups, and independent groups as part of the Stroke Group Network.

Our Bank Support team provide resilience to our support services at times of limited capacity which currently impact our people and contract obligations. The Bank Support Service is there to support our commissioned services and SA Connect with unplanned absences such as vacancies and sickness absence, so we can continue to provide continuous high-quality support to Stroke Survivors.

The reason we exist as a charity, which guides and motivates everything we do, is to: **Tackle the devastation of stroke.**

To deliver this, we worked with people affected by stroke to create **three key external areas of focus:**

1. Help stroke survivors and their loved ones to live their best lives after stroke.
2. Catalyse action with decision-makers to drive improvement in stroke.
3. Help and inspire supporters to make their best contribution.

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Our Stroke Support Coordinators provide a lifeline for survivors and their loved ones. They provide vital, one-to-one support that stroke survivors and their families need, for as long as they need it. Our Coordinators work to understand each stroke survivor's individual needs, so they can tailor support to what matters most to them.

The purpose of the role is:
1. To ensure the needs of stroke survivors and carers are identified and addressed through telephone and digital based support.
2. To be flexible and support a variety of teams within Locality Impact or Support Line in their service delivery.

Responsibilities	Measured through delivery of
Work with stroke survivors and/or carers to identify their needs, providing person centred support which enables them to achieve their desired outcomes (goals).	• Work with person affected by stroke to understand what matters to them. • Tailored support to meet needs identified • Support diverse audience, including people experiencing communication difficulties • Outcomes (goals) achieved
Deliver an effective service for stroke survivors and carers, in line with Stroke Association case management principles.	• Regular case reviews • Clear service expectations • Timely and accurate record keeping
Ensure that timely, confidential and accurate records are kept on our CRM data base and all data is in line with our retention policy and GDPR compliant.	• Accurate and timely CRM records • GDPR compliance

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Maintain awareness of, and promote where appropriate, the full range of the Stroke Association's support products	• Regular signposting and referrals • Clear understanding of support products available
Utilise the Resource Finder or local service directories for signposting/supporting with individual needs.	• Support tailored to individual needs • Wide ranging signposts or referrals to support organisations/agencies
To ensure that you manage and develop your own personal growth and performance. Take responsibility of keeping yourself well, physically and emotionally. Seeking support of peers and manager when complex or challenging calls test your resilience, whilst working in your own home.	• 121 supervision meetings with manager • Completed mandatory training • Full engagement with coaching principles • Awareness of training/activities to support your resilience
To follow Stroke Association policies and procedures	• Familiar with competency framework including our values, mission and vision. • Accessed and read the People Handbook and any relevant policies and procedures to the role.

Person Specification – below details the minimum criteria for the role
1. Educated to a minimum of GCSE level or equivalent or have relevant demonstrable industry experience 2. Experience of using technology and IT systems to record and maintain beneficiary data 3. Experience of providing person centred support to empower vulnerable people or people with a disability or long term health condition and their carers 4. Effective listening skills with the ability to communicate clearly and effectively with a diverse audience including anyone experiencing communication difficulties via a combination of face-to-face visits or meetings, telephone calls, emails or letters, and digital methods (such as video calls) 5. Ability to demonstrate empathy whilst working within professional boundaries 6. Ability to manage time and competing demands effectively, working flexibly to adapt to a changing environment

7. Ability to nurture emotional resilience needed to handle a variety of calls, potentially dealing with complex and challenging situations whilst working in your own home
8. Ability to work with minimal supervision, embracing the principles of coaching, whilst recognising when to seek advice or guidance.
9. Ability to demonstrate an understanding of our corporate values and a commitment to diversity and inclusion.
10. Ability to champion the needs of stroke survivors, their families and carers with a range of health and social care support organisations