

Job Location:	CHSS Head Office, Edinburgh EH12 5EZ
Responsible to:	Director of Retail
Responsible for:	None

1. Introduction to Chest Heart & Stroke Scotland

NO LIFE HALF LIVED

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart & Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.



Our Vision: welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place. A place where you can shape your future and live the life you want to lead.

Our Mission: welcome to a community where people can support each other, secure the expert help they need and collectively advocate for the care that matters to them. Welcome to the charity that never underestimates the power of a cup of tea, a conversation started, a recovery begun.



No Life Half Lived means we need to listen to people with our conditions and deliver well for them. We have identified four goals to get us there.

We will place our focus on **addressing the unmet needs** of people with our conditions - social, emotional, and physical - across all Scotland's communities.

We will be **led by our people:** people with lived experience of our conditions, their families & carers, friends, colleagues and healthcare professionals.

We will secure the **funding required to deliver via a diverse income portfolio that is consistent with our values** and ethical approach.

We will be **effective and accountable** in all that we do.

We have developed six values to guide us in delivering against our goals:

Agile: we will be able to adapt to the needs of our people and the environment we work in.

Innovative: we will look for improvement in what we currently do and be creative in developing new services.

Inclusive: we will adopt a human rights based approach to our work and ensure we are accessible.

Accountable: we will take ownership for our work and hold decision makers to their responsibilities.

Collective: we can only achieve our goals by working together and learning from each other.

Courageous: we will say what needs to be said and do what needs to be done to meet our goals.



2. Job Purpose

The aim of the Advice Line Nurse is to provide confidential, independent information, advice and support to people affected by chest, heart and stroke illness, their families, carers and health professionals.

3. Key Challenges

- Managing and responding to complex and diverse enquiries on all matters relating to respiratory, cardiac and stroke conditions.
- Managing and responding to helpline users expressing strong emotions, verbally or in writing.

4. Key Responsibilities

➤ Service Provision and Quality

- Respond to enquiries to the Advice Line via telephone, email, letter, text message, and those via social media channels.
- Provide information, advice and support to people affected by chest, heart and stroke illness
- Ensure an excellent standard of care and advice to all helpline users.
- Keep up to date in advances in chest, heart and stroke illness and attend relevant courses and conferences.
- Apply evidence-based knowledge from UK and Scottish guidelines to deliver up-to-date, accurate and compassionate advice.
- Establish links with other relevant agencies and sign post as appropriate.
- Follow Advice Line policies and procedures.
- Assist in the accreditation work associated with application for the Helplines Partnership Quality Standard, ensuring continuous quality improvement.
- Assist in the implementation of the Advice Line's annual service evaluations.

- Have shared responsibility for daily contact data entry on the Advice Line Contact Logging System.
 - Update and expand Advice Line resources.
 - Contribute to health posts for CHSS social media channels.
 - Undertake ongoing review of CHSS publications as directed by the Lead Advice Line Nurse
 - Promote the development of communication channels and team work, by support, respect and cooperation.
 - Have shared responsibility for the operation of the Air Quality & Weather Text Alert Service.
- **External Representation**
- Act at all times as a visible, confident and credible ambassador for the organisation externally, promoting organisation-wide interests.
 - Raise awareness of chest, heart and stroke illness and their prevention through presentations and promotional activities.
- **General**
- Undertake other duties from time to time as directed by the Lead Advice Line Nurse.
 - Participate in departmental, regional, organisational meetings and associated groups.
 - Comply fully with CHSS Policies and Procedures.
 - Participate in the CHSS appraisal and support & development process.
 - Liaise regularly with the Lead Advice Line Nurse and the Advice Line team.

5. Dimensions

Budget responsibility: None

Contacts: **(Internal)**

Director of Services
Office & Facilities Team Staff
Services Department Staff
Other Advice Line and Health Information Staff

(External)

General Public
Health and Social Care Professionals from primary and secondary care
Professionals from statutory, non-statutory and voluntary organisations

The above job description is not exhaustive and is clarified to include broad duties inherent in the post. Evaluation and development of this post may, in time, indicate a need to revise duties herein.

Person Specification

	Essential	Desirable
Education and Knowledge	<p>Current 1st Level Nursing professional registration with a good level of post-registration experience.</p> <p>Evidence of recent Continuing Professional Development (CPD) in one of chest, heart or stroke fields</p>	<p>Attainment of / working towards relevant degree / equivalent professional qualification.</p> <p>Evidence of recent CPD in all of chest, heart or stroke fields</p>
Previous Experience	<p>Experience in working with people affected by (at least one) of chest, heart or stroke illness.</p>	
Skills Aptitudes Abilities	<p>Excellent communication and organisational skills.</p> <p>Ability to work as part of a team</p> <p>Very good writing skills.</p> <p>Strong interpersonal skills.</p> <p>Some analytical skills.</p> <p>Ability to work under pressure, to a high professional standard, and using own initiative.</p> <p>Confident use in:</p> <ul style="list-style-type: none"> - Word - Email - Internet 	<p>Counselling skills.</p> <p>IT Experience with:</p> <ul style="list-style-type: none"> - Excel - Powerpoint <p>Knowledge and understanding of social media.</p> <p>Presentation skills.</p>
Disposition	<p>Commitment to ethos of the voluntary sector</p> <p>Commitment to equal opportunities</p> <p>Patience and compassion.</p> <p>Flexibility to work to the needs of the service.</p>	<p>Enthusiasm for ongoing professional development.</p>

Summary of Terms and Conditions of Employment

Term:	Fixed Term Contract (6 months)
Salary:	Grade 3(ii), Scale Points 27-34, £25,344 – £31,405 pro rata <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	19.5 hours per week (CHSS full-time is 32.5 hours)
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Annual Leave:	CHSS leave year runs from 1st April to 31st March. Employees are entitled to 36 days annual leave in their first year of service (including public holidays). An employee will be awarded one extra day's annual leave for each complete year of service up to a maximum of 42 days (including public holidays). These allowances are pro-rated for part time employees and further pro-rated for those who join or leave CHSS during the leave year.
Pension scheme:	<p>CHSS offers a Group Personal Pension Plan, which has been established with Aviva. The Plan is a money purchase arrangement. You can choose at what rate you wish to contribute (subject to a minimum age related contribution) and how to invest your own contributions and those made by CHSS. The emerging fund at the point that you wish to take the benefits is then used to purchase a pension that is paid for the rest of your life.</p> <p>Employee's and Employer's Contributions are paid on the portion of the employee's salary which is above the National Insurance contributions threshold (the Lower Earnings Limit). Employees who meet the relevant criteria are "automatically enrolled" in the scheme.</p> <p>There are also schemes which provide death-in-service benefit and permanent health insurance.</p>
Equal Opportunities:	CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.