

Rehabilitation Support Coordinator Job Description

Job Location:	Home based in Isle of Skye & Kyle of Lochalsh
Responsible to:	Lead Rehabilitation Support Coordinator - Highland
Responsible for:	Volunteers

1. The Department of Services

Our mission is to be the community of support, kindness and challenge where people can help each other, can secure the expert help they need, and collectively advocate for the care that matters to them. To do this we will provide the following services:

- Clinical and Partnership Services that ensure medical and clinical services are delivered well and in a person-centred way
- Life support services that enable our people to live well with their condition beyond the formal public services delivered by the NHS, social care and other partners
- Consultancy services – engagement of the service user voice, inputs to redesigning service using best practice health improvement techniques

The topline statistics on our conditions are:

- One in ten people in Scotland affected by chest, heart and stroke conditions
- **Stroke:** 8902 strokes annually
- **Heart Attack:** 10,784 heart attacks annually
- **Chest:** the data is incredibly poor
- **Living with stroke:** 121,109
- **Living with heart disease:** 231,820
- **Living with COPD:** 123,826

2. Job Purpose

The aim of Rehabilitation Support, in which Service stream this post sits, is to support people affected by chest and heart conditions and people who have had a stroke to undertake their own rehabilitation, which by definition should be a time limited service for each individual and goals will be agreed with each service user. The geographical area covered is Isle of Skye and Kyle of Lochalsh extending into the west highlands to meet the needs of the service.

This exciting service provides a range of one to one (Community and Hospital) services and short term Community group services to support people with chest and heart conditions and people who have had a stroke.

The main purpose of the post of the Rehabilitation Support Coordinator is to carry a caseload for rehabilitation support services and to recruit and support volunteers in their designated area.

3. Key Challenges

- Assisting in piloting then, if successful, establishing new service developments
- Managing and prioritising workloads within contracted hours

- Managing the workload across the designated area

4. Key Responsibilities

Services Planning, Provision and Quality

- Responsibility for recruitment, retention and line management of a team of volunteers.
- Ensure that services are delivered and developed to empower and enable service users to achieve their goals
- Contribute to the discussions on the outcomes of all rehabilitation support services, ensuring continuous quality improvement.
- Ensure services are developed and delivered in line with evidence-based needs and priorities and locally in line with the service level agreements.
- In collaboration with the Lead Rehabilitation Support Coordinator and the Regional Manager develop a new service which has attracted funding, ensuring it complements and fits with existing health & social care integration provision.
- Build strong working partnerships with all referring and funding stakeholders
- Work with the Lead Rehabilitation Support Coordinator, Regional Manager and the Voices Scotland Lead to identify ways of assisting in the onward transition of service users dependent on their choice which may be into peer led services

External Representation

- Act at all times as a credible ambassador for the organisation externally, promoting organisation-wide interests
- Represent the organisation at an agreed selection of relevant local forums, networks, conferences and events,
- Work in effective partnerships with other voluntary organisations on defined areas of work in line with CHSS objectives and in collaboration with the Lead Rehabilitation Support Coordinator.

General

- Undertake other duties from time to time as directed by the Lead Rehabilitation Support Coordinator and the Regional Manager
- Comply fully with CHSS Policies and Procedures
- Participate in the CHSS appraisal and support & development process
- Attend training sessions, continuing professional development and other activities as required

5. Dimensions

Budget responsibility: none

Contacts: **(Internal)**

Director of Services

Head of Rehabilitation Support

Regional Manager Rehabilitation Support North

Specialist Services Manager

Peer Support Groups Lead

National Training Lead
Other Services Department staff
Head of Volunteering
North Fundraising Manager
Admin Manager

(External)

Service users, families, carers and the general public
Health & Social Care professionals
Referrers – currently Speech and Language Therapists / Stroke Nurses
Community service providers - leisure etc
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>Knowledge of community service provision.</p> <p>Competent in use of Microsoft Office.</p> <p>Knowledge and understanding of support and supervision of volunteers</p>	<p>Social Work or Health qualification</p> <p>Understanding of change management processes</p>
Previous Experience	<p>Working in a community health or social care environment</p> <p>Experience of working with people with health related disabilities</p>	<p>Line management of volunteers</p>
Skills Aptitudes Abilities	<p>Proven ability to communicate clearly</p> <p>Ability to plan and work to targets</p> <p>Ability to work independently and confidentially</p> <p>Ability to work and think flexibly</p> <p>Open to change</p> <p>Ability to work within a team</p> <p>Full current driving license – confident driver with access to own vehicle (expenses paid at mileage per mile rate.)</p>	<p>Good written communication skills including the ability to present the results in a clear manner</p> <p>Creative thinking</p>
Disposition	<p>Person centered approach to rehabilitation, embracing the principles of enabling and empowerment</p> <p>Willingness to work flexibility</p> <p>Commitment to ethos of the voluntary sector</p> <p>Commitment to equal opportunities</p>	

Summary of Terms and Conditions of Employment

Term:	Permanent
Salary:	Grade 4 (ii), Scale Points 20-26, £20,720 - £24,573 pro rata <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	16.5 hours per week (CHSS full-time is 32.5 hours) Willingness to work flexibly including significant travel across the geographic area will be required
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Travel:	You will be required to use your own car on CHSS business, which is reimbursed at the current rate per mile. All other reasonable travel, subsistence and other necessary expenses are reimbursed.
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.