

Job Location:	Head Office
Responsible to:	Content and Health Information Manager
Responsible for:	N/A

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 health information team is to develop and maintain a core suite of information for people affected by a chest or heart illness or who have had a stroke. The CHSS Health Information Service exists to ensure that people affected by a long-term chest or heart condition or a stroke are supported to live life to the full with information they want when they need it and in a way that is appropriate for them. CHSS health information is available in a variety of formats including booklets, factsheets, web pages and videos.

The team is in the process of developing a new and exciting suite of health information materials across all platforms. The main purpose of the post of the health information officer is to support the Content and Health Information Manager and Health Information Officer in delivering this change, developing and maintaining CHSS's health information.

3. Key Challenges

- **Working with a wide range of stakeholders** – The role requires regular consultation and interaction with a wide-range of stakeholders from care professionals to academics and people affected by stroke, chest or heart conditions.
- **Working across departments** - The role spans across Directorates and brings together a wide variety of staff.

4. Key Responsibilities

- Support the development and delivery of a new suite of health information resources.

- To plan, write and develop information for people affected by a chest or heart condition or by a stroke, their carers and families.
- Write health information for a wide variety of audiences across print and digital platforms.
- Ensure that all CHSS health information resources are accurate, up-to-date and regularly reviewed.
- Undertake relevant research to inform specific topics.
- Use the results of the research to develop accurate and accessible content that is appropriate for target audiences.
- Work with a range of stakeholders (healthcare professionals, patients and carers) to develop and review content. This may be done through specific focus groups, community support groups or on an individual basis.
- Edit feedback from reviewers and incorporate this as appropriate taking account of the range of viewpoints.
- Proof reading health information materials.
- Ensure that all content satisfies Health Information Standard criteria and that documentation to support this is completed and correctly stored.
- Work with colleagues to develop modern and innovative ways of communicating health information.
- Support the promotion of CHSS health information via social media and other engagement channels.
- Evaluate performance of both print and digital health information materials.
- Work with service users to develop and update information resources.
- Work with colleagues to identify and collect personal stories that enhance our health information messages.
- Represent CHSS at external events, meetings and conferences as appropriate.
- Work with Communications team colleagues to produce interesting and understandable health information.
- Develop authoritative information on a number of topics, sometimes at short notice in response to external events.

5. Key Results/Objectives

- People living with the effects of stroke, a chest or a heart condition and their families are fully supported through our health information service.
- Our health information is innovative, interesting and understandable.
- Increase in the number of website users and the time they spend on the website.
- Increase in the number of orders for print materials.
- Health information produced is authoritative and of the highest quality.

6. Dimensions

Budget responsibility: None

Contacts: **(Internal)**

Content and Health Information Manager
 Services Department
 Heads of and Team Leaders

Communications Department
Marketing Manager
Policy Manager
Graphic Design Team
Fundraising Department
Services Department
Corporate Services Department
Other staff across CHSS

(External)

CHSS Supporters and Service Users
Health Professionals and healthcare delivery partners
Academics
Members of the Public

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	<ul style="list-style-type: none"> Degree level or equivalent, preferably in a relevant discipline 	
Previous Experience	<ul style="list-style-type: none"> Experience of writing health or science information for general public audiences Experience of researching and evaluating information Experience of writing often complex information in a way that is easy to understand for multiple user groups Experience of undertaking audience research – eg. focus groups / surveys Experience of working with a range of stakeholders, taking account of different viewpoints to reach consensus 	<ul style="list-style-type: none"> Experience of interpreting information visually / graphically
Skills Aptitudes Abilities	<ul style="list-style-type: none"> Able to respond to the needs of service users, colleagues and the organisation – sometimes at short notice. Able to work on own initiative and as part of a team Able to plan own workload and work under pressure to meet deadlines Experience of using a content management system (e.g. WordPress) Able to demonstrate a clear, concise writing style that is adaptable to the purpose of the content (for example news items, blog, web page, social media) Attention to detail / demonstration of excellent grammar and spelling / proofreading skills. 	
Disposition	<ul style="list-style-type: none"> Commitment to ethos of the voluntary sector. Commitment to equal opportunities. Willingness to work flexibly. Commitment to working together as part of a team to deliver ambitious goals. 	

Summary of Terms and Conditions of Employment

Term:	Permanent
Salary:	Grade 4(i), Scale Points 23-30, £23,211 - £28,997 pro rata (Implementation of job evaluation exercise – review pending) <i>New appointments are normally placed at the base of the salary scale unless there are exceptional circumstances.</i>
Hours of work:	26 hours per week (4 days) Willingness to work flexibly including travel.
Review of Work:	The postholder is subject to the CHSS objective setting, supervision and appraisal process.
Travel:	Any travel required 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.