

Rehabilitation Support Coordinator Job Description

Job Location:	Home based in Dumfries and Galloway
Responsible to:	Lead Rehabilitation Support Coordinator
Responsible for:	Volunteers

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 main aim of the Rehabilitation Support Coordinator is to support people who have had a stroke to undertake their own rehabilitation, with a particular emphasis on those with communication difficulties; supporting people who access the service to identify person centred goals, establishing support within a time limited service for each individual.

The role is extremely varied requiring a variety of practical skills and it will support Chest Heart & Stroke Scotland to deliver its vision and strategy to ensure that **No Life is Half Lived**.

3. Key Challenges

- Lone /home working, maintaining motivation in a varied and challenging role
- Prioritising workload /time management
- Recruiting and retaining volunteers
- Dealing with local challenges including lack of choice regarding other services to refer to and transport

4. Key Responsibilities

- Having responsibility for delivery of Rehabilitation Support services in the designated area.
- Responsibility for recruitment, retention and line management of a team of volunteers.
- Ensuring that services are delivered and developed to empower and enable those who access the service to achieve their goals
- Contributing to discussions on the evaluation and audit of all rehabilitation support services, ensuring continuous quality improvement.
- Ensuring services are developed and delivered in line with evidence-based needs and priorities and locally in line with the service level agreements.
- Collaborating with the Lead Rehabilitation Support Coordinator and Regional Manager to develop an Aphasia Café model, ensuring it complements and fits with existing health & social care integration provision.
- Building strong working partnerships with all referring and funding stakeholders
- Working with the Lead Rehabilitation Support Coordinator, Regional Manager and 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

General

- Undertaking other duties from time to time as directed by the line manager
- Complying fully with CHSS Policies and Procedures. Ensuring services are delivered in compliance with all governance and safeguarding procedures and policies.
- Delivering services to the highest standard in line with guidelines, policies and procedures.
- Participating in the CHSS appraisal and support & development process
- Attending training sessions, continuing professional development and other activities as required
- 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

5. Key Results/Objectives

- Manage a diverse and geographically spread caseload
- Deliver the service in compliance with agreement in place, meeting the personal outcomes for those who access the service.
- Ensure all governance and safeguarding processes and procedures are implemented and upheld
- Gather required data for service reporting and evidencing personal and service outcomes
- Development of a pilot Aphasia Café model

6. Dimensions

Budget responsibility: working within the parameters of the operational element of the service budget.

Contacts: (Internal)

Director of Service Delivery

Director of Operations and Innovation

Head of Rehabilitation Support

Rehabilitation Support Regional Manager – East

Lead Rehabilitation Support Coordinator

CHSS Clinical and Partnership Stroke Nurse/Stroke Education facilitator

NHS Stroke liaison nurse.

National Training Team

Peer Support Worker - D&G

Voices team

Head of Volunteering and team

Volunteer recruitment officer

ICT

Office and facilities team

HR team

Finance team

(External)

People who access the service, families, carers and the general public

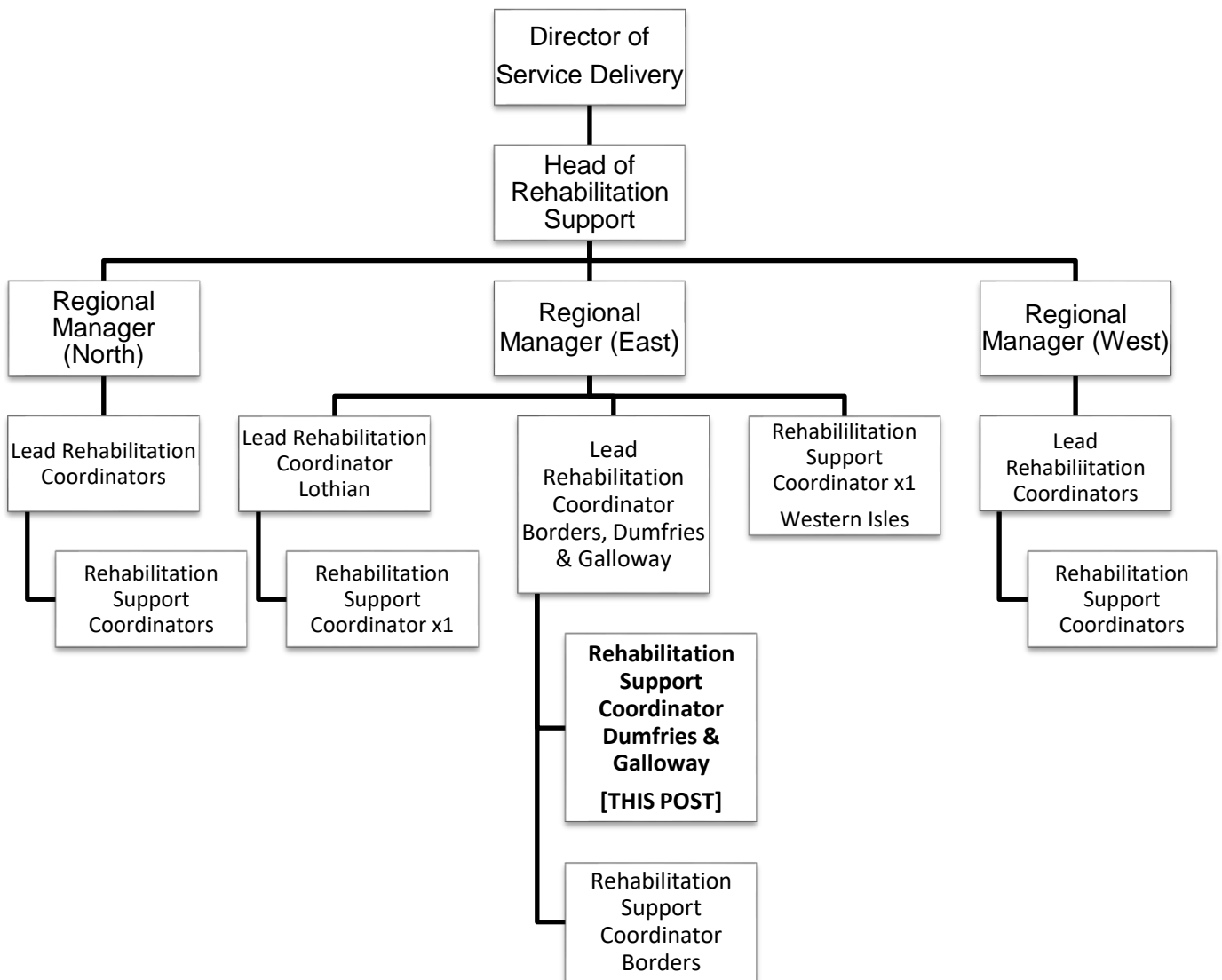
Health and Social Care Professionals

Referrers - Speech and Language Therapist and 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	<ul style="list-style-type: none"> • Good general education – numerate, literate and basic IT skills • Good knowledge of the local community • Knowledge of community service provision • Knowledge and understanding of support and supervision of volunteers • Competent in use of Microsoft Office. 	<ul style="list-style-type: none"> • Health or social care experience /qualification • Some understanding of change management processes
Previous Experience	<ul style="list-style-type: none"> • Working in a community health or social care environment • Experience of working with people with health related disabilities 	<ul style="list-style-type: none"> • Experience of working in the voluntary sector • Line management of volunteers
Skills Aptitudes Abilities	<ul style="list-style-type: none"> • Understanding of safeguarding principles • Service user/client focussed; respect for others' opinions • Excellent communication and negotiation skills • Good organisational skills with an ability to work under pressure and with limited supervision • A full current driving licence and access to a car for work • Ability to work and think flexible • Open to change • Ability to work within a team • Full current driving license – confident driver • Creative thinking 	<ul style="list-style-type: none"> • IT experience with PowerPoint and Excel • Project Management Skills
Disposition	<ul style="list-style-type: none"> • Commitment to ethos of the voluntary sector • Commitment to equal opportunities • Willingness to travel and on occasion to stay away from home • PVG (enhanced level) clearance required (CHSS will help to arrange this for you) • Person centered approach to rehabilitation, embracing the principles of enabling and empowerment • Willingness to work flexibility 	

Summary of Terms and Conditions of Employment

Term:	Permanent post
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:	25 hours per week (CHSS full-time is 32.5 hours) Willingness to work flexibly including travel and, on occasion, to stay away from home
Review of Work:	The post holder 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.