



## Care Services Co-ordinator Information for Applicants

Chest  
Heart &  
Stroke

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# Welcome from our CEO

Dear Applicant,

Thank you for your interest in the post of **Care Services Co-ordinator**.

Working closely with health professionals and community teams, the voluntary sector and NICHHS colleagues, you will make a difference to clients and their families by supporting them in achieving outcomes that will enhance their quality of life and independence.

I believe that in order to make the difference that we do, it is essential to recruit a team of high performing, dedicated staff. In this application pack you can find out more about what it takes to become a key part of the NICHHS team.

As a voluntary sector organisation, one of the most important investments we make is in our people.

By embracing the world recognised Investors in People Standard, we have made a commitment to strive towards the very best in people management excellence and to make NICHHS a great place to work. We have recently been awarded Investors in People GOLD accreditation. Only 17% of organisations achieve Gold and this accreditation demonstrates the incredible passion and dedication to our work that all of our staff share across the organisation.

We will appoint an individual who possess the skills and qualities that match our values. These values articulate those things that we genuinely believe in, and our Care Services Co-ordinator will be a champion for these, and promote them in every aspect of what they do.

Our values are *Compassionate, Courageous, Considerate and Committed*.

For many, this values-driven culture is a key element of what makes NICHHS a *special* place to work. People demonstrate how they experience the values personally and strive to act as role models, applying them on a daily basis in their relationships both with service users and colleagues; treating people with dignity and respect; supporting people to be involved in their communities; taking responsibility for actions; and being honest, open and accountable. In short, achieving our charitable aims to the highest possible standard.

Our collaborative working style has brought together staff from across departments, and built a strong sense of team identity.

We are lucky to have attracted and retained a resilient and talented work force, and have many long serving members of staff, some who have been with us for more than 30 years: clear evidence that NICHHS is a special place to work, with a climate of positivity, characterised by

optimism, mutual supportiveness and good humour.

We have developed our new 2023 – 2026 strategic plan in conjunction with our staff, service users past and present, supporters and our Governance Board. This Strategic Plan for 2023 – 2026 will be our roadmap and will guide us as we continue to work tirelessly with our partners and stakeholders to achieve our vision of a healthy Northern Ireland free from chest, heart and stroke illnesses and strive in our mission to prevent chest, heart and stroke conditions and support people affected by them.

<https://nichs.org.uk/about-us/who-we-are>

I would like to thank you for your interest in joining the NICHs team.

Yours faithfully,



Declan Cunnane

Chief Executive



# What We Do

We have been leading the fight against chest, heart and stroke illnesses in Northern Ireland since 1946.



We do this by working across four main areas:

We provide expert **care** and support to anyone living with chest, heart and stroke conditions.

We work to **prevent** these illnesses, by helping detect early signs of chest, heart and stroke illness and empowering individuals to make healthy choices.

We fund **research** to advance how we treat, care for and prevent chest, heart and stroke conditions.

We **campaign** for better care, treatments and awareness of chest, heart and stroke conditions.

**As a charity, almost 90%** of our work is funded thanks to public donations.





## Our Culture

Our **Values** are the principles that drive us, the things that are most important to us, our motivation. They reinforce the way we interact with each other, our volunteers, service users and everyone else. They describe why NI Chest Heart & Stroke is unique, and they help to drive the culture of our organisation.

Our people are actively engaged and are very well supported when they need it. Team members are confident and enthusiastic. Trust and mutual respect are high. People care and depend on each other.

Our people are passionate about delivering high-quality services, which make a difference. They play their part in ensuring a welcoming, friendly, inclusive and supportive working environment. There is a sense of optimism about the future. Team spirit is strong.

*“I’m proud to work here ... People are really dedicated”*





# Our Values



## Compassion

We believe that people are at the centre of everything we do. Everyone is equal and should be treated with dignity and respect.

We will be selfless and people centred, showing kindness and concern for everyone we come into contact with.



## Commitment

We believe that people have the right to expect services of the highest quality to meet their needs.

We will be dedicated to the success of our charity and continuously improve.



## Courage

We believe everyone should feel empowered to make decisions about their own lives.

We will be brave and challenge the status quo.



## Considerate

We believe that everyone should be treated as we would expect to be treated ourselves.

We will respect the needs and feelings of other people and try and understand their point of view.





# Our Strategic Priorities

## We Care

<b>Aim</b>	To offer and deliver exceptional Care Services to meet the needs of people who have chest, heart and stroke illnesses and their carers.
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## We Prevent

<b>Aim</b>	To empower people to make healthy lifestyle behaviour changes and reduce their risk of preventable chest, heart and stroke illnesses.
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## We Research

<b>Aim</b>	To find better ways to prevent, treat and care for people affected by chest, heart and stroke illnesses.
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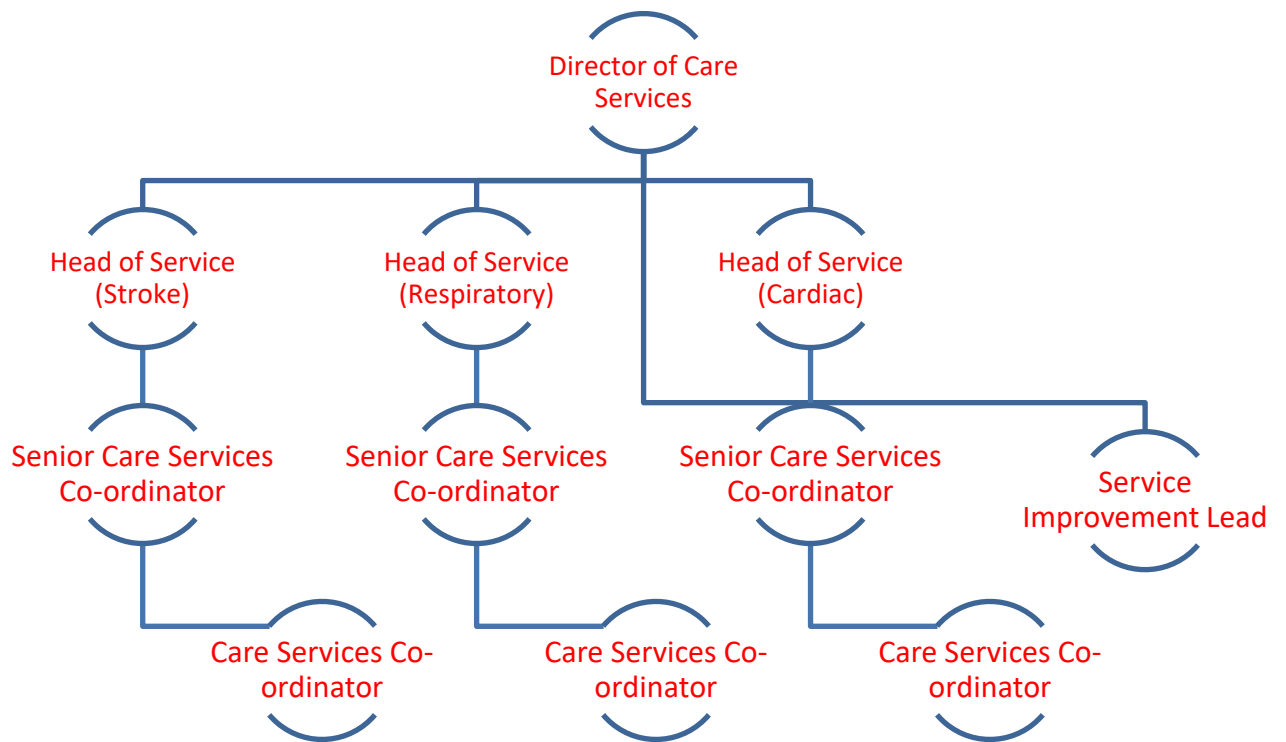
## We Campaign

<b>Aim</b>	To make chest, heart and stroke conditions a priority for decision makers
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## Our People

<b>Aim</b>	To develop a culture where our people are inspired, developed, supported and proud to work for NICHHS
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# The Role

## JOB DESCRIPTION

<b>Position:</b>	Care Services Co-ordinator
<b>Reports to:</b>	Senior Care Services Co-ordinator
<b>Hours:</b>	35 hours per week
<b>Location:</b>	Home-based and service venues (the post holder will be working in the Mid Ulster locality and will be required to travel throughout the Northern Trust area)
<b>Salary:</b>	£30, 060 (NJC point 17)
<b>Contract:</b>	Full Time permanent
<b>Probationary period:</b>	6 months

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## Job Description

Working closely with health professionals and community teams, the voluntary sector and NICHHS colleagues, you will make a difference to clients and their families by supporting them in achieving outcomes that will enhance their quality of life and independence.

You will be providing a needs-based support service to people affected by chest, heart and stroke conditions which will include:

- A Family Support Service delivered in multi-disciplinary settings
- Receiving referrals from a variety of sources
- Co-ordination and delivery of our client and carer support services.

## Main Responsibilities

### Family Support/ Service Delivery

1. To support the implementation and development of the NICHHS Outcomes Framework to meet the needs of those living with Chest, Heart and Stroke Conditions and their carers.
2. To receive, assess and action referrals against agreed referral criteria.
3. To undertake assessments and set goals with clients and carers using evidence-based tools.
4. To provide emotional support to users of the service by listening, understanding, and offering appropriate advice, information and support.
5. To liaise with health professionals and other stakeholders, to ensure that the assessed needs of clients and their carers are met in a co-ordinated way.



6. To establish a strong network base and refer/signpost onto other services as appropriate (both internal and external).
7. To pro-actively establish networks and partnerships in the statutory and voluntary sector.
8. To deliver services online and in the community as per NICHHS Service Descriptions and Standard Operating Procedures. Services include self-management education programmes, rehab/physical activity programmes and peer support and social inclusion sessions.
9. Undertake regular risk assessments and observe safe working practices to comply with NICHHS Health and Safety policies.
10. To plan and deliver all programme activity sessions in line with NICHHS policies and procedures.
11. To encourage an ethos of self-management and empowerment where appropriate, to act as an advocate for the client and to ensure that client opinions are sought regularly on the services provided.
12. To provide cover for other client groups and services when required.

### **Reporting and Recording**

1. To set goals with clients, maintain individual progress reports for each client and organise reviews accordingly.
2. To maintain client records and files as required to ensure confidentiality of information, in line with NICHHS policies and procedures.
3. To input into the maintenance of NICHHS's Client Management System (Care Tech).
4. To prepare reports as required for the management team of NICHHS and appropriate Health and Social Care Trusts.
5. Ensure that financial procedures are adhered to and comply with NICHHS accounting procedures.

### **General**

1. To identify, and make use of, any opportunities to publicise NICHHS and its services and support NICHHS communications and engagement strategy.
2. To assist from time-to-time in the fundraising activity of the organisation.
3. Any other duties as requested by the Head of Service which fall within the scope of the post.

### **Volunteer support**

1. With direction and support from Senior Care Services Co-ordinator recruit, select, induct and train a pool of volunteers to assist in the provision of services to clients and their carers in your service areas.
2. To supervise and support the volunteers in relevant matters relating to the services provided.
3. To maintain volunteer records including attendance at training and development sessions.
4. To ensure all volunteer expenses are accurate and claimed on a monthly basis within the accounting procedures timeframe

5.

*\*This post falls within ongoing NICHHS Service development. Consequently, there may be changes and amendments to some elements of the role and subsequent duties and responsibilities.*

## Person Specification

Criteria	Essential or Desirable
Full UK Driving Licence	Essential
Educated to A Level and minimum of 2 years' experience of delivering support services to people with long terms conditions or disability  <u>Or</u> a minimum of 4 years' experience of delivering support services to people with long terms conditions or disability	Essential
Proven experience of delivering programmes and/or activities to a client base	Essential
Proven experience of working as part of a team to achieve objectives	Essential
Proven experience of goal setting to achieve health and wellbeing outcomes for a client base	Essential
Excellent prioritisation and organisational skills to meet deadlines	Essential
Excellent oral and written communication and presentation skills	Essential
Proven experience of using IT Packages for service delivery and maintaining records.	Essential
A third level qualification or equivalent	Desirable
A minimum of 4 years' experience of delivering support services to people with long terms conditions or disability	Desirable
Experience of working within the voluntary/community sector	Desirable
Experience of working within the Health and Social Care system	Desirable

Experience of working with people affected by chest, heart or stroke illnesses	Desirable
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**NICHS reserves the right to upgrade one or more desirable criteria to essential should the volume of applications so warrant.**

## **SUMMARY OF TERMS AND CONDITIONS**

**Annual Leave:** The post-holder will be entitled to 25 days annual leave. This is exclusive of 10 bank and public holidays. The annual leave year runs from 1 April to 31 March.

**Pension:** Organisation's contributory pension scheme (% employee Contribution will be matched by % employer contribution)

**Car Mileage:** The post-holder will be reimbursed for any business mileage under the Car Mileage Scheme.

**Health Scheme:** You will be eligible to join the health scheme provided by the organisation.

**Death in Service:** You will be eligible to join the death in service scheme provided by the organisation.

**References:** All offers of employment are subject to two satisfactory written references

### **All applicants will be required to produce:**

Evidence of relevant academic and professional qualifications

Evidence of relevant vehicle documentation

Successful applicants must evidence their right to work in the UK (under the Asylum and Immigration Act). This will be evidenced in the first instance by a passport or other forms of identification that will be outlined if no passport is available.

***This job description is not intended to be restrictive or definitive.***

***It is important to note that the responsibilities of the post may change to meet the requirements of the evolving services that the charity provides.***

**NICHS is an Equal Opportunities Employer**



# What we do for you - Our reward statement

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Regular 121 Meetings      Annual Performance Review

**Competitive Salary**      **Employer Pension Scheme**      Access To Financial Adviser

Comprehensive Induction Training      **Paid Bank And Public Holidays**

Culture Of Recognition      **Job Share**      Additional Celebration Days

Pay Increases Linked To NJC – Cost Of Living      On The Job Learning

**Car Mileage Scheme**      **Toil & Managed Time**

Attendance At External Seminars And Conferences

**Generous Paid Annual Leave**      Enhanced Sick Pay      Part Time Work      **Study Leave**

Enhanced Parental Pay      Learning & Development Opportunities

Death In Service Plan      Occupational Health Service

**Bike To Work Scheme**      Strategy Away Days      **Access To Independent Counselling Service 24/7**

Continuing Professional Development      **Hybrid Working**

Marriage Leave      Compassionate & Bereavement Leave

**Long Service Awards**      Investors In People      **Silver Accreditation**

Family Friendly Leave      **Duvet Half Day/ Sunshine Half Day**      Incremental Increases To Annual Leave

Reasonable Time Off To Attend Appointments

**Access To A Free Health Check**      Domestic Distress Leave      Flexible Working Hours

Staff Health And Wellbeing Days      Staff Empowerment – Involvement In Decisions And Consultations

Staff Celebration Events      **Return To Work Interviews**

# How to apply

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY

1. Your application pack contains information about NICHHS, the job vacancy and the person required. You should read these carefully.
2. You must complete the application form fully and accurately. If there is insufficient space for your answer, continue on a separate sheet. If typing your application form, the boxes will expand as you type.
3. It is your responsibility to ensure that sufficient information is given on the application form to enable the shortlisting panel to assess your suitability for this post.
4. PLEASE SHOW CLEARLY IN SECTION 4 OF YOUR APPLICATION HOW YOU MEET THE ESSENTIAL AND DESIRABLE CRITERIA OUTLINED IN THE PERSON SPECIFICATION ENCLOSED.

THE SHORTLISTING PANEL WILL REFER TO THIS SECTION **ONLY** WHEN DECIDING WHETHER YOU HAVE PROVIDED SUFFICIENT EVIDENCE TO DEMONSTRATE THAT YOU MEET THE CRITERIA.

Please do not assume that because you have mentioned something in an earlier section of the form, that the panel will accept this as evidence that you meet the criteria. You must clearly describe in Section 4 the example you are relying on to demonstrate your skills and experience. Your application form will not be shortlisted if you do not describe the specific actions **you** took for each example you cite.

5. Mission and Vision of NICHHS

Employees of NICHHS must support its Mission and Vision



6. Applications, CV's and attached sheets:

- Applications will only be accepted on the official application form (enclosed)
  - Attached CV's will not be considered, either in lieu of the application form or in conjunction with it.
  - Attached sheets will only be considered where they are continuation sheets of a section of the application form where insufficient room was available to include all the necessary details.
7. It is the responsibility of the applicant to ensure an email or signed hard copy of the complete forms, together with the completed Equal Opportunities Monitoring Questionnaire, (please put in a separate envelope marked Monitoring Officer) is returned by Fri 21 March 2025.
  8. Application forms received after this time and date will not be accepted.
  9. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide Documentary evidence of their identity for verification and photocopying.

Completed applications should be returned no later than 12 noon on Friday 21 March 2025.

It is expected that interviews will take place on Fri 4 April 2025.

to:

Caoimhe Devlin  
Head of HR  
NI Chest Heart and Stroke  
21 Dublin Road  
Belfast  
BT2 7HB

Or [recruitment@nichs.org.uk](mailto:recruitment@nichs.org.uk)