

## Role Profile

<b>Role</b>	Stroke Association Emotional Support Coordinator/Counsellor	<b>Location</b>	Homebased, Northern Ireland
<b>Accountable for</b>	Clients	<b>Accountable to</b>	Emotional Support Service Manager
<b>Core Anchor Level</b>	Deliver	<b>Travel</b>	Within Northern Ireland
<b>DBS check</b>	Yes	<b>Salary   Grade</b>	Circa £17,972 per annum   Grade E
<b>Contract Type</b>	This is fixed term contract until 31 December 2025	<b>Hours</b>	21 hours per week

### Overall purpose and impact

Our Locality Impact Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, Stroke Association support groups, and independent groups as part of the Stroke Group Network.

Join us and help to make a difference to the lives of people affected by stroke.

The Stroke Association's current strategy has three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; and partner with people and communities to help them take action on stroke.

The purpose of the role is:

Every Stroke Association role is designed to contribute towards achieving our strategic goal. This role, in particular, is relevant to Goal B 'ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need'.

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Stroke Association Support Co-ordinator/Counsellor – Emotional Support Service, will provide stroke survivors, carers and relatives with one to one professional counselling sessions which are designed to help clients to develop emotional resilience, readjust to life after stroke and prepare to reintegrate into community life.

The successful candidate will be conducting emotional support needs assessment sessions and delivering tailored short-term counselling sessions. Clients may include those with cognitive or communication difficulties, so a flexible approach in meeting the needs of these clients will be required.

This project is funded to deliver counselling sessions using a blended approach e.g. in person (Face to Face), by telephone and on-line (using a secure digital platform) throughout Northern Ireland.

Responsibilities	Measured through delivery of
To provide one to one counselling to stroke survivors, carers and relatives by telephone or on-line, and occasionally in-person, including those with communication or cognitive difficulties.	<ul style="list-style-type: none"> <li>• Accurate CRM records</li> </ul>
To assess the appropriateness of counselling for service users by providing emotional needs assessment sessions as well as using appropriate screening/evaluation tools (e.g. CORE) to help monitor outcomes.	<ul style="list-style-type: none"> <li>• Data collection</li> </ul>
To manage risk and safeguarding issues in accordance with appropriate legal, ethical and organisational requirements.	<ul style="list-style-type: none"> <li>• Accurate reports and case management notes</li> </ul>
To provide an effective service for stroke survivors, carers and relatives ensuring that confidential and accurate records are kept on our CRM data base.	<ul style="list-style-type: none"> <li>• Accurate CRM records</li> </ul>
To work collaboratively with the Emotional Support Service Manager providing regular updates as well as highlighting any risks or issues that could affect you or your team's ability to deliver a safe, professional service to clients.	<ul style="list-style-type: none"> <li>• Regular debriefing</li> </ul>
To provide regular and accurate service reports and updates to ensure the project is being delivered in line with funder requirements.	<ul style="list-style-type: none"> <li>• Up to date and accurate CRM reports</li> </ul>
To keep up to date with new developments and ideas in stroke knowledge, treatment and services.	<ul style="list-style-type: none"> <li>• Personal training record</li> </ul>

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To work with other directorates of the organisation to promote and support the work of the Stroke Association as required.	<ul style="list-style-type: none"> <li>• Actions from inter-departmental meetings</li> </ul>
To ensure that you manage and develop your own performance	<ul style="list-style-type: none"> <li>• Evidenced attendance at personal training</li> <li>• All mandatory training is completed</li> <li>• Engages fully with supportive conversations process</li> </ul>
To follow the Stroke Association's policies and procedures	<ul style="list-style-type: none"> <li>• Familiar with competency framework including values, mission and vision</li> <li>• Accessed and read the People Handbook and any relevant policies and procedures to your role</li> </ul>
To contribute to any project work as required.	<ul style="list-style-type: none"> <li>• Examples of project work</li> </ul>
To maintain BACP (or equivalent) professional registration/accreditation. To adhere to the BACP (or equivalent) Ethical Framework for the Counselling Professions.	<ul style="list-style-type: none"> <li>• BACP Registration</li> <li>• Clinical Supervision</li> </ul>

### Person Specification

#### ESSENTIAL

1. Advanced Diploma in integrative, humanistic or person-centred counselling/psychotherapy; for example, BACP recognised course or equivalent (i.e. 450 hours skills and theory, 100 hours of supervised practice, 20 hours of personal therapy)
2. BACP registration (or equivalent) and actively working towards accreditation
3. Commitment to on-going continuing professional development and training
4. A minimum of 1 year post qualification supervised clinical practice experience (accumulating to at least 100 hours post qualifying supervised practice)
5. Experience of delivering short-term counselling

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6. Experience of using screening and evaluation tools and measuring service outcomes e.g. CORE-OM
7. Experience of using technology and IT systems

### **DESIRABLE**

8. Experience of working with people with a cognitive impairment
9. Experience of providing person centred support to vulnerable people
10. Experience of working with health and social care professionals in a variety of settings
11. Experience of working with people directly affected by stroke as well as carers and relatives.
12. Experience of delivering counselling using a blended approach (in person, by telephone, online)
13. Effective interpersonal skills in order to communicate effectively with service users, colleagues and partner agencies
14. Ability to undertake emotional needs assessments (relevant history and identifying suitability for intervention)
15. Ability to build positive rapport and trust with clients and to grasp the client's perspective and 'world view'
16. Ability to help clients access, express and articulate emotions
17. Ability to help clients reflect upon and develop emotional meanings, including making sense of experiences that are confusing or distressing
18. Competency in working within a integrative, humanistic or person-centred theoretical framework
19. To demonstrate a knowledge of the effects of acquired brain injury including cognitive impairment
20. Capacity to use clinical judgement when implementing treatment models and to adapt interventions in response to client feedback
21. Knowledge of, and ability to operate within, professional and ethical guidelines
22. Ability to make use of counselling supervision
23. Ability to maintain confidentiality appropriate to the setting
24. Ability to manage the end of therapeutic relationships
25. Ability to work effectively with colleagues from other disciplines

We currently have funding for this contract until 31 December 2025