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## **Job Description: Shoreditch Trust Blood Pressure Monitoring @ Home Coordinator**

Reports to: Director of Wellbeing Practice & Partnerships

Salary: £25,000 pro rata

Contract: 12 months fixed term

Probation: Three months

Hours: 7 hours per week

Based at: The postholder will work/outreach into settings across Primary Care Network (PCN) and/or in community settings in Hackney, the Shoreditch Trust Head Office at Orsman Road (N1) and remotely where needed

Holiday: 30 days + bank holidays pro rata

Shoreditch Trust is working to create a future free from inequality. Our people-focused and peer-support approach enables us to model our services around the needs of those we support, facilitating individual and community leadership and development and encouraging people to achieve their goals.

Shoreditch Trust has over 20 years' experience and specialist expertise in designing and implementing community-based health and wellbeing programmes.

We support communities in Hackney and neighbouring boroughs to improve their health and wellbeing, develop social networks, and build skills and opportunities for meaningful employment.

Our focus is on working with people who experience health, economic and social inequality, including women in pregnancy and early parenthood, young people not in education or work who are at risk, stroke survivors, socially isolated older people and those experiencing long term health and social issues.

### **Purpose of this post**

In England, there are over eight million people diagnosed with hypertension. During the COVID-19 pandemic, it is possible that patients with cardiovascular risk factors may not be receiving their usual review and treatment adjustment in primary care for their hypertension.

Practical, robust and sustainable models are needed to improve BP in patients with uncontrolled hypertension. Evidence supports the use of self- and telemonitoring of blood pressure vs normal care in primary care as it is cost effective; saves GP time and reduces incidence of clinical events such as death, heart attack or stroke, over five years.

In City & Hackney a pilot has just been completed in 5 GP Practices. The programme is ready for roll out and Shoreditch Trust have been invited to support the onboarding of patients as part of this process.

This will involve the coordination of patients referred into the programme to enable them to access onboarding groups which provide the following:

- How/when to take readings
- Method / frequency of comms and check-ins
- When to seek help for an abnormal reading – receives safety netting leaflet
- Run through self-management support (using UCLP guidance)
- Discuss wider CVD risk factors and co-morbidities

### **Job Description**

The work plan will be focused on the following tasks:

- Receive and respond to referrals for clients who have opted into the programme (the process for this is being worked out)
- Contact the client, welcome them to the programme and explain the onboarding process (a script will be developed for this)
- Book clients into a single group onboarding session, confirm booking and send reminders
- Support liaison with/booking of venues and HWBC facilitators for delivery of the onboarding sessions (expected to be delivered at HLC and GP surgery group spaces)
- Liaise with CCG contact regarding receipt and storage of materials and resources (resources for information packs and BP Monitors) and support collation of information packs
- Liaise with clients regarding return of BP monitors (average length of BP monitoring at home is ~ 6 weeks)
- Complete records of contact, booking, attendance and feedback (the process for this is being worked out)
- Liaise with staff facilitating onboarding sessions
- Support the facilitation of onboarding sessions

### **Job Requirements**

Experience

Essential

- A minimum of 2 years' experience working in a public-facing, culturally diverse community setting;
- Working in a team;
- Using data management systems.

Desirable

- Providing support in group settings.

## **Job related aptitude and skills**

### Essential

- Able to communicate effectively and sensitively with a wide range of people and to consider different cultures, religions and personal approaches with regards to health and lifestyle;
- Good problem-solving skills and ability to use initiative;
- Ability to positively engage others and secure commitment and time;
- Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity;
- Commitment to reducing health inequalities and proactively working to reach people from diverse communities;
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines;
- Able to communicate effectively with people who are troubled or in distress;
- Able to demonstrate discretion when discussing and handling personal information;
- A high proficiency of IT literacy including a good working knowledge of Microsoft Office software;
- Able to write and produce clear and concise reports
- Able to manage time effectively and independently;
- A strong interest in and commitment to the aims and values of Shoreditch Trust;
- Working flexibly to meet changing needs of an organisation
- Ability to attend work regularly and on time.

### Desirable

- Able to speak at least one other language relevant to the local community.

## **Educational achievements, Qualifications, Training and Knowledge**

### Essential

- GCSE English and Maths or equivalent qualification, Grade C or above

### Desirable

- Health Improvement or equivalent relevant qualification

## **Personal qualities**

### Essential

- Commitment to continuous personal development;
- Ability to work alone, as well as working co-operatively as a team member;
- Willingness to learn about new initiatives.

### Corporate responsibilities

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust.

## **Shoreditch Trust Values**

Our Values guide everything we do with clients, colleagues, partners & commissioners:

**Equality:** we believe that everyone has the right to lead healthy and fulfilling lives. We support people to recognise opportunities and overcome obstacles to realise their potential.

**Connection:** bringing people together is at the heart of what we do, forging strong and trusting relationships to enrich our work and the lives of our clients.

**Compassion:** we believe everyone should be treated with kindness and respect, and recognise that honest and challenging conversations can be as important as encouragement.

**Independence:** we promote independence, enabling people to make informed decisions and take ownership of their own development.

**Flexibility:** we strive to respond flexibly and intelligently to people's needs, understanding that there is no 'one-size-fits-all' when it comes to real lives.

## **Anti Racism**

At Shoreditch Trust we realise that systemic racism is an issue that affects us all; we recognise the many ways that racism undermines the health and opportunities of people who are affected; we respond in every way we can to repair the harms that racism causes; and we resist any policies or ways of behaving on our part that may be racist.

## **Equal Opportunities**

Shoreditch Trust is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Through its aims as a charity, Shoreditch Trust recognises that the communities we work with have endured long-term deprivation and under investment. It also recognises the incredible potential of those communities and individuals. We are committed to challenging and changing this situation and to contributing to the creation of a fair, equitable and accessible society.

Shoreditch Trust is committed to creating a diverse and inclusive organisation - a place where we all can be ourselves and reach our full potential at work. We offer a range of staff support programmes, including 4 development days, extensive training opportunities and wellbeing policy and initiatives. We welcome applicants from diverse backgrounds, including race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibility.

## **Safeguarding statement**

Shoreditch Trust works with children, vulnerable young people and adults at-risk in a variety of ways and is committed to providing a safe, positive and friendly environment. We have a statutory and moral duty to ensure and promote the welfare of these groups regardless of race, disability, gender, age, sexual orientation, religion and belief, gender reassignment, pregnancy and maternity, marriage and civil partnership. Our policy extends to the treatment of all our service users, partners, volunteers, visitors and employees of Shoreditch Trust. The Trust abides by the legislation in place for safeguarding and takes into account best practice in child and adults at-risk safeguarding.

**Safer Recruitment**

Shoreditch Trust places the utmost importance on the welfare and wellbeing of its clients. The selection process will assess the candidate's suitability for the role and explore any gaps or anomalies in the application process.

Confirmation of the post is subject to a minimum of two satisfactory references; where eligible, a satisfactory outcome of the DBS check. This is in addition to the necessary information to attend an interview: Proof of identity and proof of the right to work in the UK.

*This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.*