

[The Stroke Association](#) are here to support people to rebuild their lives after stroke. We believe everyone deserves to live the best life they can after stroke. We provide specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives. We recognise the valuable skills young carers have and want to encourage and support anyone interested in working in the charitable sector with us.

We heard from Karen and Jo at the Stroke Association who helped us understand exactly what they look for in employees.

Q. WHAT PERSONAL QUALITIES DO YOU LOOK FOR WHEN YOU ARE EMPLOYING SOMEONE?

We are looking for someone who -

- Wants to provide amazing customer experiences that result in loyalty and repeat support across fundraising and other ways of giving (volunteering time or providing support to campaigns by adding their voice.)
- Has a drive for high standards; both having them, and expecting them from others
- Is curious and has confidence to ask 'why?'
- Wants to take a problem and own it
- Loves communication – especially using the telephone and face to face
- Has a willingness to flex to the needs of the wider team (general flexibility)
- Is an all-round good egg

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Q. WHAT SKILLS WOULD YOU EXPECT A PERSON TO HAVE IF THEY APPLIED TO WORK WITH YOU?

This role of Relationship Fundraiser might be for you if you are good at:

- Delivering income through amazing event stewardship, including engaging with supporters on the day at events
- Pro-actively seeking out new ways to deliver income through providing excellent supporter stewardship and memorable donor love
- Thinking about the bigger picture and how you can develop long-lasting and meaningful relationships with supporters that delivers income for the organisation
- Thinking beyond the short term. Not being limited in your thinking
- Developing amazing internal relationships to get things done quickly and collaboratively
- Being an inspiring and motivating team player

Q. WOULD YOU CONSIDER LIFE SKILLS THEY HAD ACQUIRED THROUGH A CARING ROLE?

Yes, because we would anticipate that someone who has experience of a caring role might be able to demonstrate a high degree of resilience, a creative approach to problem solving including collaboration, the ability to develop relationships, a high degree of personal responsibility, excellent multi-tasking and prioritisation skills; including being well organised, empathy, consideration and care for others and an ability to understand supporter motivation.

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