



- Job title:** Self Management Programme Co-ordinator
- Location:** Scotland Office, Ratho/ Home based will be considered
- Reports to:** Self Management Programme Lead

Introduction to multiple sclerosis and the MS Society

Over 100,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

- To manage the delivery of the MS Society's Self Management Programme
- To recruit, train and manage volunteers
- To support the development of the Self Management Programme

Key relationships:

Internal

The post holder works closely with:

- Self Management Lead
- Living Well Programme Coordinator
- Services and Support (Scotland) staff Policy and Communications staff
- Fundraising (for restricted funding bids)

External

- People living with MS including families and carers
- Members of the public who are living with a variety of long term conditions
- Local Groups and volunteers across Scotland

- Key members of staff within the NHS, local authorities and third sector organisations

Key accountabilities:

The MS Society Self Management Programme Coordinator will support delivery of the Society's Services and Support strategy to deliver the MS Society's strategic goals by:

1. Business plan implementation

1a Development of the Self Management Programme

1b Managing the delivery of the Self Management Programme

1c Volunteer Management

2. Team work

3. Monitoring and reporting on performance

General

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have stopped MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about stopping MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed Responsibilities

1. Business plan implementation 90%

- Planning work to ensure we meet our deadlines.
- Focussing work to deliver the team's business plan and contribute to the achievement of our strategic aims and priorities.
- Contributing to a clear focus on driving improvements in quality, impact and performance.

1a Support the development of the MS Society's Self Management Programme (30%)

- Agree an annual delivery plan for the delivery of the Self Management Programme (both locally and virtually) and information sessions
- Be responsible for designing all content, materials and resources for all new and existing services
- Be responsible for coordinating pilot projects and supporting the development of new services as well as developing existing projects and services
- Work closely with people living with MS, their families and their carers to ensure they are at the centre of the development of the Society's Self Management programme through genuine co-production

1b Manage the delivery of the Self Management Programme (30%)

Assessing suitability of attendees

- Be responsible for the allocation of places in Self Management services across Scotland to maximize attendance.
- Be responsible for carrying out and coordinating initial assessments for people affected by MS to confirm their suitability for the programme
- Respond directly to enquirers regarding Self Management support and services

Managing and coordinating administration

- Oversee and be responsible for all practical arrangements for Self Management sessions and services
- Work closely with colleagues in the administration team to ensure all administration processes are followed appropriately
- Assist the Self Management Lead in the promotion of the Self Management Programme
- Carry out all administrative tasks required in coordinating sessions including data entry in Raisers Edge, managing Eventbrite bookings, coordinating supporting materials for attendees to use before sessions and completing appropriate internal processes
- Carry out regular venue risk assessments for locally delivered sessions and information days
- Ensure compliance with relevant legislation such as health and safety

Delivery of sessions and information days

- Co-facilitate Self Management sessions with volunteer facilitators, including Health and Well-being and Newly diagnosed days/ sessions
- Deliver live web chats, information webinars and other online supports and services
- Be receptive to the views and opinions of attendees in the development of the service

- Identify where the MS Society's Self Management programme is not meeting the needs of individuals and signpost to other more appropriate services
- Manage and co-ordinate existing and new online peer networks and supports
- Work flexibly including weekends and evenings in order to meet the needs of those accessing services

Evaluating

- Be responsible for evaluating Self Management services and gathering information and feedback as required to measure impact
- Appropriately track and record the attendance of attendees at all services to inform reporting

1c Volunteer Management (30%)

Recruitment

- Be responsible for recruiting and selecting volunteers who co-facilitate the delivery of the Self Management programme
- Train volunteers to deliver Self Management services

Volunteer support

- Supervise and support Self Management programme volunteers
- Support volunteers to adapt to changes in the Self Management programme
- Provide coaching and feedback to volunteers to improve their contribution to the service
- Work closely with the Volunteering Team to ensure that organisational changes in relation to volunteering are implemented effectively
- Carry out annual review meetings with volunteers
- Create volunteer newsletters to stay in regular communication with volunteers
- Be responsible for receiving and processing volunteer expenses

Volunteer training

- Use knowledge and experience to provide formal and informal training to volunteers
- Be responsible for the creation and development for all volunteer training materials and resources

2. Team work (5%)

- Contribute to the work of the broader team.
- Developing and maintaining effective working relationships across the department, directorate and organisation as a whole.

3. Monitoring and reporting on performance (5%)

- Oversee an evaluation and monitoring framework that drives improvement
- Monitor and report on activities against objectives, outcomes and KPIs.
- Provide quantitative and qualitative information to the Self Management Lead to assist in reporting, funding applications and development work.
- Gather information and feedback from participants; producing reports and briefings as required

General

- Compliance with our governance procedures, policies and procedures.
- Contribute to a positive working environment in which equality and diversity are valued and members of staff are enabled to do their best.
- Responsible for the effective use of financial and other resources.

Other duties

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands.
- Be prepared to adopt a flexible working pattern including evening and weekend working
- To undertake any other works as could be expected of a Self Management Co-ordinator

Person specification

Qualifications

Essential

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills.
- Evidence of continuous professional development.

Experience

Essential

- Experience of working with a client group in a way that is person-centered, asset based and outcome focused
- Successful experience of working as part of a team to achieve service development
- Experience of increasing reach, effectiveness or impact of a service
- Experience of partnership working Experience of developing and delivering content. materials, resources and training
- Experience of working with volunteers and/ or paid staff in a training and/or service delivery setting
- Experience of managing, delivering and evaluating services

Desirable

- Experience of delivering services virtually and/ or supporting people through online networks

Knowledge and skills

Essential

- An understanding of Self Management models/ strategies in long-term conditions

- Excellent interpersonal skills, able to influence and persuade stakeholders as well as coach and facilitate groups and individuals
- Excellent facilitation skills
- Understanding of impact and performance measurement and its importance in service development
- Excellent organizational and time management skills with the ability to work to deadlines
- Strong IT skills and proficient in using Microsoft Office
- A full Driving License

Employment terms

Grade: Band E, Level 1

Signed by post holder

Date

Signed by Executive Director

Date