



**Job Title:** Service Coordinator – My MS, My Way: Tayside

**Location:** Home based; Tayside area

**Reports to:** Head of Services and Support, Scotland

### **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 implement the phased delivery of the 5 services that make up the My MS My Way programme for newly diagnosed people with MS.
- To manage the day to day operational work of the programme, working closely with NHS Tayside, Insight Counselling and the MS Therapy Centre (Tayside) and the local MS Society Groups, ensuring quality, monitoring and reporting of all services.
- To recruit, train and manage a cohort of volunteers who will provide information, emotional support and peer support services.
- To develop and promote the programmes services throughout the NHS Tayside
- Co-ordinate the Project Advisory Group, to co-produce and deliver tasks to influence and implement the programmes objectives.
- To ensure that the project operates in line with funders requirements - National Lottery Community Fund and the NHS Community Innovation Tayside fund.

- To refer within the MS Society and in the locality to other organisations and contacts for specialist support, advice and representation.

## **Key Relationships:**

### **Internal**

- MS Society Local Network Officers
- MS Society groups in the locality
- Living Well with MS Team
- Volunteering team
- Helpline Services Team
- Wider Scotland Team

### **External**

- People with MS
- People affected by MS
- Insight Counselling
- MS Therapy Centre (Tayside)
- NHS Tayside
- Employees of Ninewells Hospital (Dundee)
- MS Specialist Teams
- MS professionals
- Representatives of local third sector and statutory agencies involved in the area and support of people with MS

## **Key Accountabilities:**

The MS Society Service Coordinator will support the delivery of the MS My Way Projects goals and objectives by:

### **1. Business plan implementation.**

- 1a Provide a tailored programme of support to My MS My Way beneficiaries
- 1b Recruit, train and manage a group of Peer and Information volunteers.
- 1c Contribute to service development and promotion.

### **2. Operational management of the service.**

### **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 beaten 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 beating 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 (60%)**

- Plan work to ensure the achievement of deadlines.
- Focus work to deliver the projects business plan and contribute to the achievement of both the projects strategic aims and priorities and those of the Society.
- Contribute to a clear focus on driving improvements in quality, impact and performance.

#### **1a Provide a tailored programme of support to My MS My Way beneficiaries (20%)**

- Support volunteers to offer a tailored programme of support to those newly diagnosed with MS; including Clinic Support, Peer Support, Self-Management and Information Access services.
- Manage the relationship with Insights Counselling to deliver on Quantity and Quality KPIs.
- Oversee the quality of volunteer work with a focus on the continuous improvement of the service.

## **1b Recruit, train and manage a group of support volunteers (25%)**

- Recruit and induct new volunteers.
- Manage performance and development of volunteers through regular feedback, supervision and performance reviews.
- Ensure volunteers are trained and supported in their development.

## **1c Contribute to service development and promotion (15%)**

- Support the ongoing engagement, contribution and involvement of People affected by MS via the projects Advisory Group to make informed decisions on the projects direction and development.
- Develop and maintain effective working relationships across the team, department, directorate and Society.
- Develop and maintain positive and effective working relationships with NHS Tayside, Insights Counselling and the MS Therapy Centre to ensure successful delivery of the project.
- Develop and maintain positive working relationships with local organisations to encourage referral to the project.
- Develop good working relationships with other relevant professionals from third sector organisations namely; health, social care and other statutory organisations.
- Represent the service at local group meetings

## **2. Operational management of the service (30%)**

- Manage allocation of volunteers to ensure sufficient resources are available to deliver the service.
- Ensure accurate confidential case records are maintained by volunteers.
- Ensure local information resources are maintained.
- Develop and contribute to the Project Advisory Group.
- Liaise with Insights Counselling to ensure operational issues are captured and rectified.

## **3. Monitoring and Reporting on Performance (10%)**

- Maintain appropriate service statistics and reports as required.
- Monitor performance information against objectives, outcomes and KPIs.
- Take corrective action in a timely manner when necessary
- Contribute to the impact measurement of the projects work in accordance with the MS Society's outcomes framework.

## **General**

- Compliance with MSS's governance procedures, MSS policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
- Contribute to the work of the broader team

- Responsible for the effective use of financial and other resources

## **Other Duties**

- To be prepared to travel to regularly to work with people affected by MS across Tayside.
- To attend occasional meetings in Ratho and MSNC and be away from home overnight, as the job reasonably demands.
- To undertake any other work as could be expected of the role.

## **Person Specification**

### **Qualifications**

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

### **Experience**

#### Essential

- Substantial experience of successfully delivering a time limited project.
- Experience of managing volunteers to deliver local services.
- Experience of working with a range of stakeholders and partners to successfully deliver a project.
- Experience of delivering interactive group training.
- Experience of working in a confidential service.
- Experience of reporting against KPIs.

#### Desirable

- Experience of using electronic information systems and/or case recording databases.
- Experience of co-production and involvement methods

### **Knowledge and skills**

#### Essential

- Knowledge of health and social care systems in Scotland.
- Demonstrable commitment to collaborative team work.
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity.
- Excellent interpersonal skills.
- Excellent written and verbal communication skills; able to write or speak sensitively to a wide range of individuals.
- Good organisational and workload management skills.
- Excellent IT skills, in particular MS Office and use of databases.

Desirable

- Understanding of MS or a similar fluctuating or neurological condition.

**Employment terms;**

**Contract Type: 2 year fixed term**

**Grade: E1**