



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

Location: **Home based; Tayside area**

Reports to: **Service Lead My MS My Way Tayside**

Introduction to multiple sclerosis and the MS Society

Over 130,000 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.

About this job

This project is funded by the Big Lottery Fund Tayside and is delivered in partnership with the MS Therapy Centre (Tayside). The project aims, over a two and a half year period, to support people with multiple sclerosis living across Tayside; to improve their emotional wellbeing, resilience and ability to live well with MS. The role will focus on the development and delivery of the Peer Support Programme element of the project.

As the Service Co-ordinator Peer Support you will lead the day to day operational work of the bespoke 1:1 Peer Support Programme, developing and maintaining positive and effective working relationships with key partners, local organisations and relevant local professionals.

Purpose

- To implement the delivery of the bespoke 1:1 Peer Support Programme.
- To manage the day to day operational work of the Peer Support programme, working closely with NHS Tayside, the MS Therapy Centre (Tayside), the local MS Society Groups and other stakeholders, 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
- To support the Service Co-ordinator 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 Community Development 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 Peer Support will support the delivery of the MS My Way Projects goals and objectives by:

1. Business plan implementation.

- 1a Lead the operational work of the bespoke 1:1 Peer Support Programme 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%)

- Lead the operational work of the bespoke 1:1 Peer Support Programme to My MS My Way beneficiaries
- 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 Service Lead with 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, , the MS Therapy Centre and other stakeholders 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.

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

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

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: Fixed term up to November 2021

Grade: E1



MS SOCIETY JOB DESCRIPTION

MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	Together Expert
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	Bold Ambitious
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	Ambitious Expert
Collaborative	Invests time and energy to establish trust and build positive working relationships with	Together

working	<p>individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	Together Expert
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	Bold Together
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses</p>	Bold Expert Ambitious Together

	problems quickly and transparently.	
Tech Savvy	<p>Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness.</p> <p>As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.</p>	Bold Ambitious