

MND Scotland

Support Assistant

Job Pack





MND Scotland – About Us

About MND Scotland

MND Scotland is the only charity in Scotland dedicated to supporting people with MND, their families, and friends.

Since being founded over forty years ago, MND Scotland has provided practical, financial, and emotional support to anyone affected by MND whilst also funding essential research into finding effective treatments and a cure.

MND Scotland is funded entirely by donations and grants. The charity's patron is Her Royal Highness, the Princess Royal.

For more information, visit mndscotland.org.uk.



Support Assistant

Hours:	Part time 3 days per week (consideration will be given to alternative working patterns) 21 hours
Salary:	Grade 3- £22,001.22 gross per annum – pro rata for 3 days - £13,200.73
Contract:	Fixed term 18 months
Location:	Glasgow office based with flexible working options
Directorate:	Support Development Directorate
Reports To:	Support Services Co-ordinator
Direct	N/A
Reports:	

Role Purpose

Everything we do and the way that we do it puts the MND community at its core. This role will be the key point of contact for all equipment enquiries and deliveries. With an organised and methodical approach, great attention to detail, and excellent communication skills you will coordinate and arrange delivery of equipment to the MND community. The role will report into the Support Services Coordinator and provide support and cover. The role will be working closely with all teams in Support Services including Advocacy, Welfare and Benefits and Wellbeing.

Key Responsibilities and Accountabilities

- Be the first point of contact for equipment requests enquiries via telephone, email and website ensuring everyone receives an engaged, timely, and personal response.
- Log requests for equipment from MND Clinical Nurse Specialists, Allied Health Professionals, people with MND and their carers.
- Respond to these requests, sourcing equipment from our suppliers and oversee the delivery and set up of equipment, to the satisfaction of the person with MND.
- Organise the return of equipment when it is no longer required by the person with MND, communicating sensitively with bereaved carers and/or other family members.
- Input and maintain records of equipment provided via the organisation's e-tapestry database.
- Work closely with the Finance Department utilising existing processes for purchase orders and invoice processing.
- Identify gaps in provision and explore additional and alternative pieces of equipment to enhance the lives of those with MND.
- Provide cover and support to the Support Services Coordinator.
- To provide non-clinical information in multiple formats to the MND Community and professionals as required.
- To follow up regarding incomplete or inaccurate referral information
- To work across teams to coordinate information sharing across the organisation
- To maintain up to date contact information in relation to all health care professionals and other relevant professionals as required.

Other

- To undertake all training and development as required of the role.
- To undertake all tasks as reasonably required.

Essential Skills and Experience

- Excellent verbal and written communication skills, with the ability to communicate with a range of people across different channels.
- Highly organised, with excellent attention to detail, including demonstrable experience of the ability to work on own initiative and manage and prioritise workload.
- Excellent co-ordination skills and proven ability to multitask.
- Excellent IT skills across Microsoft Office including PowerPoint and excel.
- Experience of working with a CRM database (preferably E-Tapestry) to produce reports, data, and intelligence.

Desirable Skills and Experience

- Experience in a voluntary organisation.
- Experience of supporting people with terminal illnesses.
- Experience of using hybrid collaborations tools such as Zoom and Microsoft Teams.
- Knowledge of Adult and Child protection.
- Familiarity with speech aids, smart home devices and/or other technological aids to daily living for people with physical impairments.
- Knowledge and understanding of GDPR and data protection.

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland.
- Excellent attention to detail, problem solving and communication skills.
- The ability to prioritise and manage workload.
- Excellent relationship building and partnership working skills.
- Ability to empathise with and support people affected by MND, whilst establishing and maintaining appropriate professional boundaries.
- Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.

Personal Attributes

With high levels of personal awareness and a strong sense of personal boundaries, you will bring a highly organised and proactive approach to our Support and Development Directorate. Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.

You will help us Make Time Count

Additional Relevant Criteria

We pride ourselves in operating in a flexible working environment and collaborative working is at the core of what we do. To ensure we achieve this, you will be required to work from the Glasgow office on a regular basis as part of your flexible working.

This job description is current at the date of issue. As and when the work of MND Scotland develops or changes so the areas of responsibility may be subject to change, and the job description reviewed. Such changes would in the first instance be made in consultation with the post holder.

PVG check will be required.

MND Scotland Benefits, Rewards and Employee Recognition

The information below provides a brief statement of the benefits, rewards, and employee recognition schemes available. Please check your contract of employment, company policies and individual rules for eligibility and terms and conditions.

MND Scotland reserves the right to withdraw, amend the scheme and change providers as appropriate.

Employee Support and Wellbeing	Pension Scheme	Eligible employees are automatically enrolled in MND Scotland's Group Stakeholder Pension Plan operated by TPT Pensions within one full month from their start date. Currently MND Scotland contributes 7.5% of gross basic salary and employees are required to make a minimum gross contribution of 3% of gross basic salary.
	Life Insurance	3 x base salary cover. This is a day one right for all MND Scotland employees.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of service up to a maximum of 5 days
	Employee Assistance Programme	(Counselling and Psychotherapy) Training, Coaching, Mentoring and Supervision. Mindfulness Workplace Meditation.
	Able Futures	A self-referral service which offers employees the opportunity to access mental health specialists that can help you cope with any difficulties that are affecting your focus and time at work.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association sick pay (after probation period)	Company paid sickness absence in accordance with the sickness absence policy and contract of employment after probationary period completed.
	Enhanced Jury Service	Full salary paid during Jury service minus deduction for expenses received from the court
	Flexibly Working Environment	

Employee voice and opportunities	Staff Survey	Have your say in the anonymous employee engagement survey
	Staff Training	Opportunities to gain skills and receive formal training, participate in working groups (such as CRM, Staff Engagement) and undertake CPD.

Organisational Commitments	Disability Confident Committed Employer
	Accredited Living Wage Employer
	Equal Opportunities Employer
	Charter Champion – Volunteer Charter
	Supporter and Provider of Sanitary Products
	Our Pledge to Mental Health
	Our commitment to continually review our benefits and wellbeing initiative

