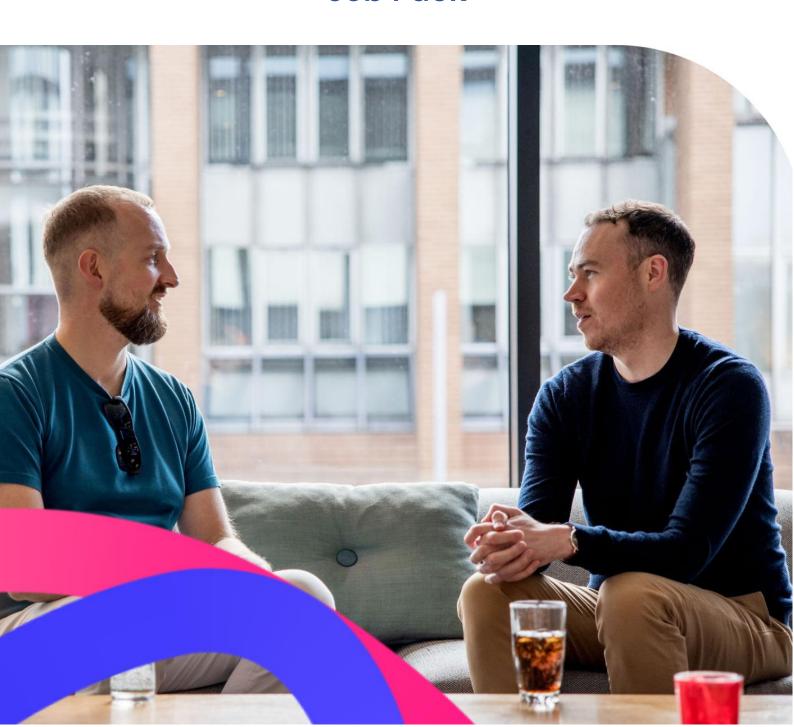
# MND Scotland Support Coordinator Job Pack



# 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 Coordinator**

**Hours:** Full time (35 hours per week)

**Salary:** Grade 4 - £27,157.10 - £30,565.56 gross per annum

**Contract:** Permanent

**Location:** Glasgow office based with flexible working options

**Directorate:** Support Development Directorate

**Reports To:** Director of Support Development / Wellbeing Lead

**Direct Reports:** Support Assistant

## Role Purpose

Everything we do and the way that we do it puts the MND community at its core. The Support Coordinator is a new role in the Support Development Directorate that will be integral to delivering our ambitious new strategy. The role will be working closely with all teams in Support Development including Advocacy, Welfare and Benefits and Wellbeing.

You will be the central point of contact for all support enquiries from people with MND, their families, carers, and professionals via telephone, email, and website. This will include working closely with the Wellbeing Lead to coordinate all wellbeing services including assessing suitability for counselling and support groups. In addition to triaging referrals to all support services teams.

A key duty of the role includes working across teams within MND Scotland to continuously improve, develop, and manage various processes and our CRM system (E-Tapestry) adhering to all information governance, privacy, and security procedures.

Additionally, you will distribute non-clinical information to MND Communities and support ongoing engagement and information sharing with Health Care professionals. The role will include supporting the coordination of future projects and evaluation.

With an organised and methodical approach, great attention to detail, and excellent communication skills you will coordinate, manage, and develop activities within the Support Development Directorate.

# Key Responsibilities and Accountabilities

**Central point of contact** 

- Be the first point of contact for support enquiries via telephone, email and website ensuring everyone receives an engaged, timely, and personal response.
- Triage incoming support requests adhering to appropriate information and data governance.
- To provide non-clinical information in multiple formats to the MND Community and professionals as required.
- Line manage the part time Support Administrator to ensure that all equipment requests are promptly actioned and logged.
- To work closely with the designated Safeguarding Lead (s) to record and escalate risk, lone working, and personal safety issues when they arise.
- To follow up regarding incomplete or inaccurate referral information.
- To work across teams to co-ordinate information sharing across the organisation.
- To support the Wellbeing Lead to coordinate the Wellbeing Services including assessment for individuals for support groups, counselling, and bereavement focus groups.
- To escalate concerns relating to adult or child protection
- Support the Director to develop and deliver a comms strategy for Support Services Proactively raise awareness of Support Services across sectors.
- Work with Communications team to manage website and all client and health care professional facing information and events.

### **Coordination and Administration**

- To identify improvements to new and existing processes across the Support and Development Directorate using E-Tapestry and excel where appropriate.
- Support with aspects of financial recording such as invoices working in collaboration with the Finance team.
- Input, maintain, and extract accurate information, reports and statistics from the database for the purposes of funding applications, service development, and financial management.
- Support the Director of Support and Development with projects such as Healthcare engagement and monitoring and evaluation.
- Provide other administrative and logistical support to the team as required including team meetings.
- 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 coordination skills and proven ability to multitask.
- Experience of working in a role which works to support and co-ordinate a remote team.
- Excellent IT skills across Microsoft Office including PowerPoint and excel.
- Strong experience of implementing and developing processes and procedures.
- Experience of working with a CRM database (preferably E-Tapestry) to produce reports, data, and intelligence.
- Experience of line management.

# Desirable Skills and Experience

- Coordinator 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.
- Training in ASIST or suicide intervention.
- Knowledge and understanding of GDPR and data protection.
- Experience of providing project research support.

# **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 autonomously.
- 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 staff.
	Annual Leave	31 days leave per year, plus one additional day
	Entitlement	awarded for each year of service up to a maximum of 5 days.
	Employee Assistance	(Counselling and Psychotherapy) Training,
200	Programme	Coaching, Mentoring and Supervision.
설		Mindfulness Workplace Meditation.
Se	Able Futures	A self-referral service which offers employees
) Ae		the opportunity to access mental health
<u>0</u>		specialists that can help you cope with any
Ë		difficulties that are affecting your focus and
		time at work.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association	Company paid sickness absence in accordance
	sick pay	with the sickness absence policy and contract
		of employment after probationary period
	F	completed. (6 months)
	Enhanced Jury Service	Full salary paid during Jury service minus
		deduction for expenses received from the court.
	Flexibly Working Environn	
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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.

	Disability Confident Committed Employer.			
	Accredited Real Living Wage Employer.			
	Menopause Friendly Employer.			
ts a	Equal Opportunities Employer.			
ion	Supporter and Provider of Sanitary Products.			
tm tm	Our Pledge to Mental Health.			
Organisational Commitments	On site Mental Health First Aider			
rga om	Our commitment to continually review our benefits and wellbeing			
ŌÖ	initiatives.			

