

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- £24,598.00 gross per annum – pro rata for 3 days (£14,758.80)
Contract:	Permanent
Location:	Glasgow office based with flexible working options
Directorate:	Support Development Directorate
Reports To:	Support Services Co-ordinator
Direct Reports:	N/A

Role Purpose

Everything we do and the way that we do it puts the MND community at its core. As a Support Assistant, you will be the key point of contact for all support enquiries, playing a crucial role in ensuring that individuals affected by MND receive timely and compassionate assistance. The role will require working closely with all teams in Support Services including Advocacy, Welfare and Benefits, Wellbeing and Equipment and you will be expected to report into the Support Services Coordinator to provide appropriate support and cover.

Key Responsibilities and Accountabilities

- 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.
- Input and maintain records via the organisation's e-tapestry database.
- Provide cover and support to the Support Services Coordinator.
- 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)

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.
- Knowledge and understanding of GDPR and data protection.

Essential Competencies

- An understanding of, and commitment to, the cause and vision of MND Scotland.
- Emotional resilience and the ability to deal with sometimes distressing situations in a professional and empathetic manner.
- 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.

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 benefit for all employees.
	Health Cash Plan	Level one of cover with Simply Health provided for employees. Dependent children may be added at no extra charge. Option to increase level of cover and extend to spouse/partner. Reimbursement of expenses up to annual limits for dental; optical; tests; specialist consultations; complimentary therapies. This is a day one benefit for all employees.
	Salary Sacrifice	Salary Sacrifice will be available as an opt-in method to the way your contributions are deducted from your salary.
	Annual Leave Entitlement	31 days leave per year, plus one additional day awarded for each year of continuous service up to a maximum of 5 days.
	External Supervision support for our frontline staff	One to one external support from specialised counsellors. This is a day one benefit for frontline staff.
	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. This is a day one benefit for all employees.
	Enhanced Company Maternity Pay	Eligible employees (one year's continuous service)
	Enhanced association sick pay	Company paid sickness absence in accordance with the sickness absence policy and contract of employment. This is a day one benefit for all employees.
	Enhanced Carers Leave and Pay	One week's statutory unpaid flexible leave entitlement per year for those employees who are caring for a dependant with a long-term care need. Enhanced leave and pay will be considered. This is a day one right for all employees.
	Enhanced Jury Service	Full salary paid during Jury service minus deduction for expenses received from the court. This is a day one benefit for all employees.
	Birthday Off	Additional days leave for employees to have the day off to celebrate their birthday. This is a day one benefit for all employees.
	Contribution to all staff Christmas lunch	Company will pay a contribution to the all-staff Christmas lunch. This is a day one benefit for all employees.
	Half day Christmas shopping day	Half day shopping day to be used from 1 st to 24 th December. This is a day one benefit for all employees.
	Recognition of significant/ milestone event	Gift card up to £50.00 per employee.
	Flexibly Working Requests and Environment	Flexible working requests will be considered for all employees. This is a day one right. MND Scotland, currently approaches its working environment in a in hybrid model with a mix of office and home working.

Employee voice and opportunities	Staff Surveys	Have your say in the anonymous employee engagement survey and pulse surveys.
	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.
	Accredited Living Hours Employer.
	Menopause Friendly Employer.
	Equal Opportunities Employer.
	Supporter and Provider of Sanitary and Menopause Products.
	Our Pledge to Mental Health.
	On site Mental Health First Aiders.
	Our commitment to continually review our benefits and wellbeing initiatives.

