

## MND SUPPORT COORDINATOR – Position Description

<b>ROLE:</b>	MND SUPPORT COORDINATOR
<b>LOCATION:</b> <b>WORK HOURS:</b>	66 Hughes Street, Mile End Time commitment to be completed between 9am to 5pm Monday to Friday (after hours work may be required)
<b>RESPONSIBLE TO:</b>	Director Care Services (DCS)

### ORGANISATIONAL CONTEXT

The Motor Neurone Disease Association of South Australia Inc. (MNDSA) was established in 1986 to support people living with Motor Neurone Disease (MND) and their families and carers.

MNDSA connects people by offering specialist support coordination, information and advice, allied health and equipment services, as well as liaising with providers in health and community care. We advocate for people with MND to receive support services regardless of age when diagnosed to ensure they are not impacted by the disparity between the NDIS and Aged Care funding. We support research into cure and care and we educate clients, families and the community about MND.

MNDSA is a not-for-profit organisation.

Our Vision: A world without Motor Neurone Disease

Our Why? Supporting those living with Motor Neurone Disease

Our Values: Person centred, Inclusive, Progressive, Empathetic, Respectful, Supportive

Our Strategic pillars **Connect, Advocate, Research, Educate**

### ROLE PURPOSE

The role of the MND Support Coordinator works within the Client Services team to provide support and guidance to people diagnosed with MND. The MND Support Coordinator, supports clients to live better with MND and link them to care networks including the My Aged Care, DVA and mainstream Health systems.

The MND Support Coordinator works collaboratively with all MNDSA services including the NDIS Support Coordination team, Allied Health, Equipment Services and Volunteers.

The MND Support Coordinator works independently and at the direction of the Director of Client Services and they are part of the broader Client Services functions at MNDSA.

## KEY AREAS OF RESPONSIBILITY

Key Result Area	Activities
Client Engagement	<p>Deliver a coordination of support service to people with MND. Oversee the coordination of services and activities delivered by service providers, ensuring high quality service using a person-centred approach.</p> <p>Ensure regular contact with clients and actively respond to their needs and wants using a person centred and human rights-based approach. Contact will be made by homevisiting, attending service provider meetings as required and via email and phone communication.</p> <p>Make appropriate referrals for agreed services and liaise with service providers in the development of individual support and care plans.</p> <p>In consultation with Allied Health personnel, facilitate appropriate use of the MNDSA equipment service to meet individual need.</p> <p>In consultation with the Volunteer Coordinator, facilitate appropriate use of the MNDSA volunteer services and programs designed to support clients, family members and carers.</p> <p>Record client contacts daily in the MNDSA client database</p> <p>Maintain confidentiality of the participant, families and carers at all times.</p>
Promote best practice multidisciplinary care for all people living with MND and their families	<p>Advocate on behalf of people living with MND with providers of Aged Care and DVA services, other service providers and health professionals.</p> <p>Liaise with external services and agencies and participate in meetings and activities that contribute to positive client and organisational outcomes.</p> <p>Attend professional development and supervision as required and negotiated.</p> <p>Participate in regular supervision with the Client Services Team Leader and the annual performance management process.</p> <p>Comply with Aged Care Quality Standards, following processes set by MNDSA. Comply with NDIS Quality Standards, following processes set by MNDSA</p>
Participate in and contribute to MNDSA	<p>Assist with Client Services projects and events as required.</p> <p>Contribute to the quarterly newsletter and reporting processes as requested.</p> <p>Attend MNDSA staff meetings.</p> <p>Participate in regular supervision with direct line manager and the annual performance management process, including development of an individual development plan.</p> <p>Assist where needed for various MNDSA events including fundraising, research and clinical based events coordinated by MNDSA.</p> <p>Communicate and act in ways consistent with MNDSA Purpose, Values and Objectives</p> <p>Actively contribute to the development of a safe working environment according to established Work Health &amp; Safety practices and procedures.</p> <p>Support fellow team members, respecting roles, responsibilities and individuality.</p> <p>Contribute to the continuous improvement of MNDSA client and management practices.</p> <p>Represent MNDSA and attend the Flinders Medical Centre MND clinic (via MS Teams) and report back to the team regarding the status of non-ndis clients as needed.</p> <p>Other reasonable duties as required</p>

## KEY SELECTION CRITERIA

### Essential

1. Demonstrated commitment to working with people living with a degenerative neurological disease.
2. Successful completion of a tertiary qualification in a health or Human Services-related area.
3. Registered with the Australian Health Practitioner Regulation Agency (AHPRA) or another relevant governing body.
4. Demonstrated experience in planning, assessing and referring clients to specialist care supports.
5. A commitment to engage with, understand and apply all aspects of the MAC reforms thus contributing to the quality design and evolution of MNDSA's Aged Care Services.
6. Demonstrated commitment to and engagement with professional development to maintain and improve practice and knowledge base.
7. Demonstrated negotiation, critical thinking and creative problem-solving skills.
8. Highly developed interpersonal communication skills, both verbal and written.
9. Demonstrated experience working as part of a team and autonomously.
10. Demonstrated initiative and capacity to identify opportunities and develop relationships to improve service outcomes.
11. Ability to plan, prioritise and organise time efficiently and effectively.
12. Demonstrated ability to manage competing work tasks and work effectively to deadlines and in accordance with policies, processes and procedures.
13. Demonstrated computer literacy, including but not limited to:
  - use of Microsoft Office applications such as Word, Excel, Outlook and
  - understanding of electronic clinical databases.
14. Current South Australian Driver's License.

### Desirable

1. Capacity to set goals and objectives and achieve client focused outcomes.
2. Demonstrated understanding of the role of support coordination within the Aged Care and DVA environments for people with diverse needs.
3. Knowledge of and experience in ensuring compliance with NDISQSC and ACQSC standards.
4. 2 - 4 years' experience in a relevant role.
5. Demonstrated understanding of the impact of progressive degenerative neurological conditions on family and carers.

## CONDITIONS OF EMPLOYMENT

- Permanent full time / or part time considered
- 38 hours per week full time hours (flexible for part time) with some out of hours work as required
- Flexible working arrangements, including working from home, may be negotiated
- Salary packaging available including use of a motor vehicle
- Appointment is subject to a 6-month probation period

- Appointment is subject to satisfactory NDIS clearance, prior to commencement
- Smoking is not permitted on MNDSA premises or in MNDSA vehicles,
- All staff will take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment

### **Standard of Conduct**

- Become familiar with and abide by the policies and procedures of MNDSA,
- Be responsible and accountable for high standards in personal performance, behaviour and attendance in the workplace,
- Maintain a harmonious and courteous attitude towards all stakeholders of MND,
- Operate in a professional manner that fosters positive relationships focused on outcomes for clients,
- Respect and maintain the privacy and confidentiality of all participant and organisational information,
- Respect the integrity of MNDSA, other State Associations, MND Australia and the International Alliance of ALS/MND Associations.