

<b>POSITION TITLE:</b>	<b>MND Advisor and Support Coordinator</b>
<b>LOCATION:</b>	Victoria
<b>RESPONSIBLE TO:</b>	MND Advisor Team Leader and Manager Support Services
<b>RESPONSIBLE FOR:</b>	Nil reports

### ORGANISATIONAL CONTEXT

MND Victoria is dedicated to providing the best possible support for people living with motor neurone disease (MND). 'People living with MND' includes people who have been diagnosed, families, carers, former carers, friends, workmates, service providers and any other person whose life is, or has been, affected by MND.

MND Victoria was formed in 1981 by a group of volunteers with the strong involvement of people with MND, their families, health professionals and other concerned people to address the absence of a coordinated response to MND. It is a state-wide, not-for-profit organisation, predominately self-funded, situated in Canterbury in the eastern suburbs of Melbourne.

Services to people living with MND or some other unrepresented neurological diseases that cause disability, are delivered at no cost to the client. They are coordinated and provided through MND Victoria Support Services. Volunteers are a vital part of MND Victoria and work across most program areas.

### POSITION CONTEXT

The focus of all MND Victoria's Support Services activities is to support people living with MND in their own community or residence of choice; to ensure that the generic service systems of health, disability and aged care are able to meet the needs of people living with MND; that no person with MND has a high level of unmet needs. Support Services aims to act as an interface between people living with MND, the service system and service providers.

The four key Support Services are:

1. MND Advisor and Support Coordinator Service: MND Advisors provide support to people living with MND to assist them to live as long as possible with the best quality of life possible.
2. Education and Client Support Service: The Education and Client Support service provides comprehensive education and information support to people impacted by MND as well as being the first point of contact for new clients and processing new registrations.
3. Equipment Service: MND Victoria has available an extensive range of assistive technology equipment, available for loan, at no cost to people with MND.
4. MND Victoria's work is supported by a network of volunteers. The dedicated assistance that volunteers provide underpins all MND Victoria's activities.

## POSITION PURPOSE

The MND Advisor & Support Coordinator is responsible for providing person centred, responsive and timely advice and support to people impacted by MND that includes:

- assessing the care needs of people living with MND
- planning to address current and future care needs
- pre-planning for participation in the National Disability Insurance Scheme (NDIS)
- coordination of support for NDIS participants with MND
- assisting people over 65 years of age with MND to access My Aged Care
- making appropriate referrals
- assisting with negotiation of the service systems
- acting as an interface with health professionals and service providers.

The MND Advisor and Support Coordinator develops expert knowledge of the supports and services available within the geographical region that they cover and creates a network of contacts within those services.

Additionally, the MND Advisor and Support Coordinator provides on-going advice and support to families, health professionals and community service providers as required.

## KEY AREAS OF RESPONSIBILITY

### **1 Undertake assessments and provide advice and care planning with people living with MND, to facilitate access to disability, health and community supports and services in their local community:**

- a. Provide information to people living with MND to help them establish an understanding of the disease and its impact
- b. Undertake holistic and timely assessment of people living with MND which accurately identifies their needs
- c. Negotiate and develop support plans based on agreed needs
- d. Undertake pre-planning activities for participation in NDIS
- e. Provide Coordination of Support to NDIA participants as requested
- f. Identify a range of community supports and services available to address current or future needs of people impacted by MND
- g. Make appropriate referrals for agreed services and liaise with service providers in the development of individual support/care plans
- h. Respond in an appropriate and timely fashion to queries and/or concerns from people living with MND/service providers
- i. Ensure regular contact with person living with MND and/or representatives is maintained
- j. Provide current information and support to volunteers working with people living with MND.

- 2 Work with service providers and health professionals, on behalf of people living with MND, to improve their knowledge and understanding of MND in order to facilitate access to NDIS, My Aged Care and the delivery of coordinated and integrated services:**
  - a. Provide one on one or group information and training to service providers and individual workers as necessary
  - b. Facilitate access to generic health and community services for people living with MND within the local community
  - c. Advocate on behalf of people living with MND with NDIS planners, service providers, health professionals and aged care staff
  - d. Consult with and support health organisations, agencies and individual workers providing care to people living with MND
  - e. Liaise with external services and agencies and participate in meetings and activities that contribute to positive client and organisational outcomes.
  
- 3 Contribute to the development of a team focussed approach to the provision of Support Services and the development of the organisation.**
  - a. Actively contribute to regular team meetings and participate in the growth and development of the team
  - b. Support fellow team members whilst respecting individuality
  - c. Contribute to the continuous improvement of MND Victoria's client and management practices
  - d. Assist with the development of volunteer roles in meeting the needs created by MND
  - e. Become a competent user of the electronic client management system
  - f. Participate in regular supervision the annual performance review process
  - g. Participate in staff development opportunities, relevant to the learning plan developed in the performance review process
  - h. Cover for other team members in activities relevant to the Advisor and Support Coordinator role if required
  - i. Adhere to MND Victoria's Code of Conduct, all policies and procedures and take responsibility for own actions.
  - j. Actively contribute to the development of a safe working environment according to established Occupational Health & Safety practices and procedures.
  
- 4 Undertake administrative tasks as required and relevant to the position.**
  - a. Undertake accurate, timely and confidential recording of client and organisational information in line with policy and procedure
  - b. Enter support hours onto electronic client management system promptly and accurately.
  - c. Provide reports as required.

### KEY SELECTION CRITERIA

#### Essential

1. A relevant tertiary qualification in a health/welfare related discipline
2. Demonstrated experience in and/or commitment to working with people living with a progressive degenerative neurological disease
3. Demonstrated experience and knowledge of support and care planning, assessment and referral in the disability and aged care service sectors
4. Highly developed interpersonal communication skills, both verbal and written
5. Demonstrated experience working well both independently and as part of a team; being an exceptional team player willing to work collaboratively with the rest of the team
6. Demonstrated negotiation and creative problem-solving skills
7. Demonstrated ability to manage competing work tasks and work effectively to deadlines
8. Demonstrated computer literacy and understanding of electronic databases
9. Experience and confidence working remotely with clients and service providers
10. Demonstrated ability to develop relationships with service providers and identify appropriate services to meet client needs
11. A “can do approach” with a demonstrated client focused approach to all work activities
12. Current Victorian Driver’s Licence

#### Desirable

13. Demonstrated experience providing support coordination to NDIS participants
14. Demonstrated knowledge and experience in working in the aged care sector
15. Demonstrated understanding of the impact of progressive degenerative neurological conditions on family and carers
16. Demonstrated experience in delivering presentations to groups of people.

### CONDITIONS OF EMPLOYMENT

- Hours of work as per the role advert and contract.
- Social, Community, Home Care and Disability Services Industry Award 2010, Level 5.
- Salary packaging available including use of a motor vehicle.
- This position is subject to a 6-month probation period.
- Appointment to the position is subject to satisfactory police check, NDIA worker check, and signing of the MND Victoria Code of Conduct, prior to commencement.
- Smoking is not permitted on MND Victoria premises or in MND Victoria 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.



## Position Description

PD approved by

A handwritten signature in black ink, appearing to be 'L. T. Johnson', written over a horizontal line.

Date

18.11.2021

Chief Executive Officer

### AGREEMENT

*I understand the requirements of the position and agree to perform the duties of the position description as detailed above.*

Name of employee \_\_\_\_\_

Signature of employee \_\_\_\_\_

Date \_\_\_\_\_

***This position description forms part of the contract of employment.***