



Position Description

POSITION TITLE:	Equipment Service Officer
LOCATION:	MND Victoria Equipment Service Office/Warehouse Ringwood
RESPONSIBLE TO:	Equipment Service Team Leader (ESTL)
RESPONSIBLE FOR:	Nil reports

ORGANISATIONAL CONTEXT

MND Victoria is committed to providing the best possible support to people living with motor neurone disease (MND). This includes individuals diagnosed with MND, as well as their families, carers, former carers, friends, service providers, and others impacted by the disease.

Founded in 1981 by volunteers, many of whom had direct experience with MND, MND Victoria is a state-wide, not-for-profit organisation with the head office based in Canterbury, and warehouse based in Ringwood, Melbourne. The organisation is predominantly self-funded and delivers services at no direct cost to clients.

Volunteers are integral to MND Victoria's operations and contribute across all program areas.

Vision:	The best care until the world is free of MND
Mission:	To provide and promote the best possible care and support to people living with MND
Motto:	Until there's a cure, there's care

POSITION CONTEXT

MND Victoria's work centres on:

- Supporting people with MND in their community or residence of choice
- Ensuring mainstream health, disability, and aged care services meet the needs of people living with MND
- Minimising unmet needs for people with MND

Support Services play a vital role in connecting people living with MND to the broader service systems. Key service areas include:

1. **MND Advisor and Support Coordinator Service:** provides support to people living with MND to assist them to live as long as possible with the best quality of life possible.
2. **Access & Education:** 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:** provides a wide range of assistive technology equipment at no cost to registered clients. Equipment is prescribed by allied health professionals and managed through a combination of in-house and contracted suppliers who handle storage, distribution, maintenance, and cleaning
4. **Volunteer Engagement Service:** 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 Equipment Service Officer supports the Equipment Service Team Leader (ESTL) and broader team in delivering a responsive, efficient, and client-focused Equipment Service. This includes coordinating logistics, maintaining accurate inventory records, liaising with external providers, and ensuring the safe and timely provision of equipment to people living with MND.

KEY AREAS OF RESPONSIBILITY

1. Service Delivery & Logistics

- Coordinate timely dispatch, delivery, maintenance, repair, hire and collection of equipment
- Ensure all logistics activities align with service standards and contractual timeframes
- Identify equipment for acquisition or disposal and make recommendations to the ESTL
- Monitor and prioritise equipment-related tasks using working lists and client systems including coding assets and keeping the asset data bases up to date
- Support the Driver/Warehouse Associates in route planning.

2. Warehouse & Inventory Management

- Maintain a clean, safe, and organised warehouse/office space.
- Receive, assess, clean, and restock returned or new equipment as required.
- Deliver &/or collect small to medium sized items of equipment when the delivery driver is unavailable.
- Liaise with couriers and third parties to coordinate delivery/collection as required.
- Participate in audits/stocktake of equipment – of equipment stored at MND Victoria warehouse or external facilities.

- Participate in health and safety review activities (warehouse and office) and assist in developing risk assessments.
- Implement and maintain warehouse and office safe working protocols and procedures.
- Schedule disposal of decommissioned items.

3. Client and Stakeholder Communication

- Liaise with clients, carers, and allied health professionals to confirm equipment logistics.
- Ensure client management system (e.g., ELTON) is updated with accurate and timely information.
- Attach and update equipment instruction sheets as needed.
- Provide feedback to ESTL regarding supplier performance and service issues.

4. Collaboration & Teamwork

- Work closely with all MND Victoria teams and external partners to ensure quality outcomes.
- Assist in identifying and training volunteers for Equipment Service related tasks.
- Represent MND Victoria in meetings or external forums as requested.
- Contribute to the development and review of service procedures.

5. Professionalism & Continuous Improvement

- Engage in team meetings, supervision, and professional development.
- Contribute to ongoing improvements in equipment service delivery.
- Become proficient in the use of the electronic asset and client management system.
- Maintain confidentiality and uphold organisational policies and procedures.

6. Administrative Responsibilities

- Accurately record all relevant data in the client management system
- Provide reports as requested
- Approve quotes and invoices within delegated authority
- Undertake other duties as assigned in line with the role

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualification in business administration or equivalent experience
- Experience using CRM's
- Strong understanding of service delivery to clients with diverse needs
- Commitment to supporting individuals with progressive neurological conditions
- Excellent verbal, non-verbal, and written communication skills
- Demonstrated administrative and organisational capabilities
- Strong prioritisation and time management skills
- Proficient computer and database skills
- Ability to work both independently and collaboratively
- Strong problem-solving and negotiation skills
- Physically able to safely handle a variety of equipment
- Current Victorian Driver's Licence and ability/confidence to drive a small van
- Client-focused, proactive, and adaptable approach

Desirable

- Knowledge of assistive technology or interest in learning about it
- Experience building relationships with equipment suppliers or service providers
- Understanding of the impacts of progressive neurological diseases on clients and families
- Experience using Salesforce (CRM)
- Experience supporting volunteer engagement

CONDITIONS OF EMPLOYMENT

- Hours of work as per contract. Some weekend and/or evening work may be required.
- Based primarily at the Equipment Service premises; hybrid work arrangements considered
- Award: Social, Community, Home Care and Disability Services Industry Award 2010, Level 3.
- Salary packaging is available.
- 6-month probation period.



Position Description

- Appointment subject to NDIA Worker Screening Check and adherence to MND Victoria Code of Conduct
- MND Victoria is a smoke-free workplace, including MND Victoria premises and vehicles
- Commitment to a safe, inclusive, and respectful work environment

PD approved by

A handwritten signature in blue ink, appearing to read 'J. W.', written over a horizontal line.

Date 30 October 2025

Interim 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.