

<b>POSITION TITLE:</b>	<b>Education and Client Support Administration Officer</b>
<b>LOCATION:</b>	Canterbury, Victoria
<b>RESPONSIBLE TO:</b>	Education and Client Support Team Leader
<b>RESPONSIBLE FOR:</b>	Nil reports

### ORGANISATIONAL CONTEXT

MND Victoria is dedicated to providing the best possible support to 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 professional 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 and some other unrepresented neurological diseases, that cause disability, are delivered at no cost to the client. They are coordinated and provided through MND Support Services. Volunteers are a vital part of MND Victoria and work across most program areas.

Through a collaborative partnership with MND Tasmania, MND Victoria offers information and advisor services to people in Tasmania impacted by MND.

### SERVICE 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 MND Victoria 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 Client Support and Education 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 developed an extensive range of assistive technology equipment, available free of charge 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

Sitting within the MND Victoria Support Services, the Education and Client Support team provides comprehensive information and educational support to people living with MND, their friends and families, MND Victoria staff and volunteers, health professionals, service providers, students or anyone who is impacted by the disease. This could be in the form of educational forums, information sessions, small group activities, hard or soft copy information.

The team also respond to client support activities such as registration and allocation of people diagnosed with MND accessing the service.

The MND Education and Client Support Administration Officer is a member of the MND Education and Client Support Team. The officer works collaboratively with the team to ensure the team objectives are met, assisting the coordinator and team leader and the broader team with all related activities.

### KEY AREAS OF RESPONSIBILITY

Work collaboratively with the Team Leader and coordinator in the following areas:

#### **Client Engagement and Support**

1. Deliver an effective and efficient intake process for all newly referred people living with MND in accordance with agreed policy and procedure. Registrations may be received by phone, email or through the website
2. Process referrals for support coordination from the NDIS
3. Process the death notification process upon the death of a client.
4. Develop & gather annual quality surveys and monitor ongoing feedback to evaluate service provision and processes.
5. Contribute towards quality improvement projects targeted at improving internal processes to enhance the experience of people accessing MND Victoria services.

#### **Information and Education**

6. Provide information to people impacted by MND to assist them in establishing an understanding of the disease and its impact e.g. information kits to new clients/carers/referrers and associated health professionals at the time of referral.
7. Work collaboratively with the Education and Client Support team to provide a responsive phone, email and web information service providing direct information to people living with MND in Victoria and Tasmania to assist them in developing an understanding of the disease.
8. Contribute to the development and maintenance of information resources/kits.
9. Assist with the development, provision, and delivery of a range of group programs,

information sessions and special events.

10. Support staff and volunteers who are involved with information events if required, setting up AV, video conferencing technology etc.
11. Assist with the delivery of education sessions to groups.
12. Assist with the maintenance of the registry of knowledge and information held by MND Victoria.

### **Administration and Reporting**

13. Undertake accurate, timely and confidential recording of client information in accordance with policy and procedure, including commencing client records in the CRM system.
14. Work collaboratively with the MND Advisor team to ensure key client documents are added to the client record. Assist with requesting key required documents from clients, carers and service organisations e.g. service agreements and NDIS plans, ensuring they are received and attaching them to the CRM.
15. Provide general administration support to Support Services team members as required.
16. Assist with the development and maintenance of an accessible electronic information storage and retrieval system.
17. Assist with billing process for NDIS clients.
18. Be proficient in using a CRM and assisting with training of other organisational staff
19. Assist with internal audits as required.
20. Assist with event management including setting up event registrations/bookings and booking venues for education events.

### **Organisational focus**

21. Contribute to the development of a team focused approach to the provision of Support Services and the development of the organisation.
22. Actively contribute to regular team meetings and participate in the growth and development of the team.
23. Adhere to MND Victoria's Code of Conduct, all policies and procedures and to take responsibility for own actions.

### **KEY SELECTION CRITERIA**

#### **Essential**

1. A relevant qualification in information studies, health, health promotion, community services, community development or business administration.
2. Demonstrated commitment to working with people living with a progressive degenerative neurological disease.
3. Demonstrated ability to research and prepare information as requested.
4. Highly developed interpersonal communication skills, both verbal and written.
5. Demonstrated experience working independently and as part of a team.
6. Demonstrated negotiation and creative problem-solving skills.
7. Demonstrated organisational and time management skills, appropriate to running groups and special events and working effectively to deadlines.
8. Demonstrated excellence in computer literacy, understanding of electronic databases (proficiency using survey monkey and mail chimp preferred)
9. A “can do approach” with a demonstrated client focussed approach to all work activities.
10. Resilience to work with people who have a terminal condition
11. A current Victorian driver’s license.

### Desirable

12. Demonstrated experience in group facilitation.
13. Demonstrated ability to prepare and present information to groups.
14. Demonstrated experience supervising and working with volunteers.
15. Available for occasional out of hour’s activities.

### CONDITIONS OF EMPLOYMENT

- 6 month part time contract – 24 hours per week
- Must be available on Wednesday, other days negotiable (occasionally some out of hours work may be required).
- SCHADS Award Level 3
- Salary packaging is available
- This position is subject to a 3-month probation period.
- Appointment to the position is subject to a satisfactory police check, NDIS 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.

PD approved by

Date

A handwritten signature in black ink, appearing to read 'L. J. ...', positioned above a horizontal line.

18/05/2020

Chief Executive Officer

### AGREEMENT



## Position Description

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*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.***