



MND Scotland

**Support Development Lead – Peer
Support and Engagement Lead**

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 Development Lead – Peer Support and Engagement Lead

Hours:	Full time (35 hours per week)
Salary:	Grade 6 – £35,835.48 gross per annum
Contract:	Permanent
Location:	Home based, with a proportion of the working week in the central Glasgow office
Directorate:	Support Development Directorate
Reports To:	Director of Support Development
Direct Reports:	3

Role Purpose

MND Scotland is privileged to be the only charity in Scotland dedicated to supporting people affected by MND. For over 40 years, the charity has provided practical, financial and emotional support to people with MND, their family and their friends, whilst also funding ground-breaking research into the discovery of effective treatments and a cure.

We are looking for an inspirational lead with the skill, energy and passion to deliver and expand a range of services that support people with MND and their families and friends. This is a fantastic opportunity for someone with strong operational experience to support the development of the strategic direction of the Charity, working with the Director of Support Development to embed a strong vision for the future of the support services.

The successful candidate will be able to work flexibly and autonomously using their own initiative. Excellent management, communication and interpersonal skills are essential. Applicants need to demonstrate their ability and passion to motivate, inspire and develop a hybrid multi-disciplinary team. Organisational and caseload management skills essential. The post holder will have high attention to detail and be able to work collaboratively with a wide range of professionals in order to provide a person centred, high quality, service to people with MND and their families and friends.

Everything we do is to enable people with MND to spend their precious time building special memories.

Together we will make time count.

Key Responsibilities and Accountabilities

- Leadership and management of direct reports, including, recruitment, appraisal, KPIs and role development.
- Management and ongoing development of Wellbeing Support services including 1-1 counselling, bereavement support and peer support offering.
- Evidence, scope, develop and implement rollout of new support service delivery models to include pilot projects, volunteer led support and digital support.
- Develop, monitor and manage performance data identifying and addressing service needs and providing recommendations to improve service uptake/performance.
- Develop partnerships across sectors including other charities, local authorities and specialist government and public bodies to enable and empower people with MND and their families
- Develop and maintain effective systems, processes and reporting procedures which ensure the smooth running of the organisation providing regular reporting to Director of Support including measurement and evaluation.
- Act as designated Safeguarding Officer, advising on safeguarding concerns and promoting and developing quality safeguarding practice.
- Support the development of the Support Team's annual budget and manage and monitor spend against Wellbeing budget.
- Represent Support Development and MND Scotland at external events, raising awareness of support services.
- Work directly with people with MND and families enabling them to shape the services by planning and leading participation opportunities.

Essential Skills and Experience

- Extensive staff and support service management experience.
- Compassion and understanding of the impact of a life limiting illness on those living with the diagnosis and their families and friends.
- Significant experience of establishing and monitoring reporting and evaluation systems and procedures.
- Experience of volunteer management and/or delivering volunteer led services.
- Safeguarding/adult support and protection experience
- Ability to design and implement user led support design and delivery plans.
- Exceptional interpersonal skills with the ability to influence and where appropriate challenge with tact and diplomacy.
- Excellent time management and planning skills, with a commitment to continuous personal development.
- Demonstrable experience of developing effective relationships with a range of stakeholders including those in healthcare, charity and local authority.
- Ability to assess and mitigate risk in a service delivery environment.

- Demonstrable ability to lead people and teams, providing clear direction and objectives.
- Confident and developed IT and digital skills including the use of a MS office software and CRM database
- Excellent budget management skills
- Role Model organisational values embedding equality, diversity and inclusion into your working practice.

Desirable Skills and Experience

- Knowledge of the key issues experienced by people living with Motor Neuron Disease and their families.
- Knowledge and experience of managing a counselling service.
- Experience of developing and delivering training/education
- Formal Project management experience delivering a project from conception to evaluation.
- Experience of developing support for Children and Young people.
- Experience of developing healthcare referral pathways
- Experience of developing Digital Services.

Essential Competencies

- Self-awareness and management
- Leadership and management
- Relationship building and team working
- Innovation and flexibility
- Strategic thinker
- Excellent analytical skills and attention to detail.
- Safeguarding and risk management

Personal Attributes

High levels of self-awareness are critical as well as being a true team player. Being approachable and willing to help are key traits for our Support Development Leads. Being open and role modelling our values and behaviours will be a natural fit. This includes asking for help when needed, communicating fully and openly whilst showing respect for other people and their knowledge. A passionate and organised individual who can organise their own workload and that of their team effectively and efficiently working to deadlines.

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.

In line with our commitment to safeguarding, this role is subject to PVG check.

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 Products.
	Our Pledge to Mental Health.
	On site Mental Health First Aiders.
	Our commitment to continually review our benefits and wellbeing initiatives.

Rachel Maitland CEO

