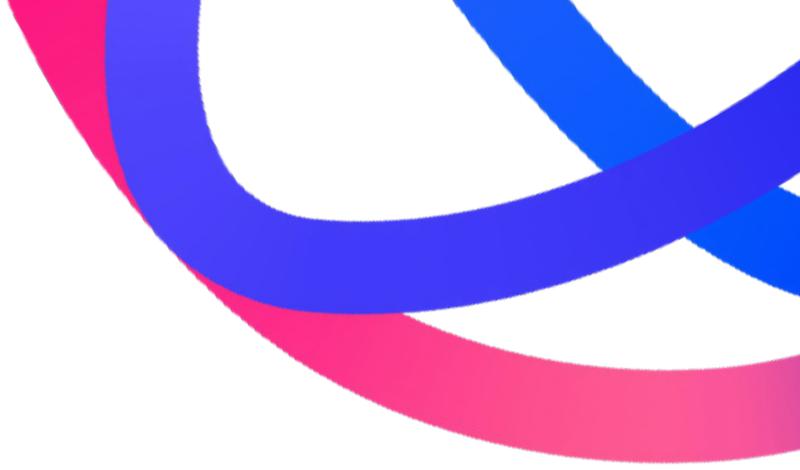




MND Scotland
National Support Advisor
Job Pack





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.



National Support Advisor

Hours:	Full time (35 hours per week)
Salary:	Grade 5 - £29,030.01 gross per annum
Contract:	Permanent
Location:	Home based, with a proportion of the working week in the central Glasgow office
Directorate:	Support Development
Reports To:	Practical Support Lead

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.

You will manage a national caseload, primarily by phone and email, with occasional in-person contact where appropriate. Your work will empower families to spend precious time making memories, rather than worrying about practical or financial challenges.

This is a developing role in a growing service, and you'll also contribute to shaping systems, resources, and policies that ensure consistent, high-quality support.

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

- Provide in-depth, person-centred information and support on issues such as health and social care, disability benefits, employment, and daily living needs
- Support individuals and families to identify entitlements and access appropriate services
- Submit benefit applications and liaise with relevant bodies (e.g., DWP, Social Security Scotland) to ensure timely access to financial support
- Respond to client enquiries sensitively and professionally via phone, email, or face-to-face, using a clear, jargon-free approach
- Maintain accurate and up-to-date case records using internal online systems

- Identify and respond to safeguarding and wellbeing concerns in line with organisational policies
- Collaborate with NHS professionals, local authorities, and external partners to provide coordinated and holistic support
- Contribute to service development, including the creation of internal guidance, resources, and policy documentation
- Promote the service and maintain professional relationships that support referrals and wider service awareness
- Stay current with relevant legislation, sector developments, and organisational updates through continuing professional development

Essential Skills and Experience

- Experience in health, social care, or welfare rights (formal qualifications welcome but not required)
- Experience supporting people through complex systems and empowering them in their own care
- Knowledge of legislation relating to adult social care, disability benefits, and welfare systems
- Proven ability to manage a complex caseload and prioritise workload
- Excellent verbal and written communication skills, including active listening and clear telephone manner
- Digital competence, including experience with case management systems
- Ability to work independently and collaboratively in a fast-paced environment
- Experience supporting vulnerable individuals, including those with life-limiting illnesses
- Commitment to equality, diversity, and inclusive practice

Desirable Skills and Experience

- Knowledge of Scottish legislation (e.g. Social Care (Self-directed Support) (Scotland) Act 2013, Equality Act 2010)
- Understanding of adult safeguarding and experience liaising with statutory services
- Familiarity with systems such as E-Tapestry
- Knowledge of the BASRiS process

Essential Competencies

- A strong commitment to MND Scotland's vision and values
- Compassionate, proactive, and solutions-focused
- High levels of personal awareness and professionalism
- Ability to empathise while maintaining clear boundaries
- Resilience and confidence to work under pressure
- Strong interpersonal skills and a 'can do' attitude

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 MND National Support Advisors. 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

- This is a hybrid role between home and MND Scotland's Glasgow office
- Some travel across Scotland may be required
- Occasional evening or weekend work may be necessary
- Due to the emotional demands of the role, external supervision is provided

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	35* days leave per year, plus one additional day awarded for each year of continuous service up to a maximum of 5 days. *Includes four public holidays over the winter holidays.
	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 Company Paternity Leave and pay	Eligible employees (Day one right for leave from 6 th April 2026 and 26 weeks continuous service for paid paternity leave)
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.
Wellbeing Days	Two Wellbeing Days with one flexible and one company wide. This is a day one benefit for all employees.
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 Employer – Level 2.
	Accredited Living Wage Employer.
	Accredited Living Hours Employer.
	Accredited Menopause Friendly Employer.
	Equal Opportunities Employer.
	Supporter and provider of disposable menstrual and menopause products.
	Our Pledge to Mental Health.
	On site Mental Health First Aiders.
	Our commitment to continually review our benefits and wellbeing initiatives.

