



Title of post:	Information and Support Coordinator Services Team
Organisation:	Irish Motor Neurone Disease Association (IMNDA)
Reporting to:	Director of Nursing and Services
Contract:	Full-time Maternity cover
<u>Location</u>	Dublin 8 (This is a hybrid working role)

Intro

The Irish Motor Neurone Disease Association (IMNDA) is the only organisation of its kind in the country. We are dedicated to supporting people living with Motor Neurone Disease (MND) and their families and carers. Our services include specialist nursing, financial assistance towards home help and the supply of specialist equipment and communications aids.

The aim of this role is:

- To encourage and promote the best methods of care, education, research, and treatment for people with MND throughout Ireland
- To establish and promote models of good practice in the delivery of specialised services to our patients, their families, and carers, setting standards of excellence.
- To communicate knowledge of MND and related disorders to raise awareness in Ireland

Reporting to the Director of Nursing the person appointed will provide information, advice and support services to people with MND and their families. In addition, the person will act as a pivotal resource to the IMNDA service team assessing and providing information and advice to IMNDA clients and appropriate signposting internally and externally.

Overall Responsibility:

- Process new client registrations, ensuring all clients and family members are treated with dignity and in line with the values and policies of IMNDA.
- Distribute information to clients, families, health care professionals and statutory and voluntary organizations as required.
- Respond to queries from people living with MND and their families.
- Coordination patient programs: Caregiver course, Peer Support, Bereavement support with Director of Nursing and Service
- Work with the service team to deliver a seamless service to those living with MND.

Role Overview

The **Information and Support** role is an integral part of IMNDA's Services team, working closely with all stakeholders including clients and families, healthcare professionals, external service providers and the wider services team in the direct provision of crucial services.

Main Duties / Responsibilities:

- Be the first point of contact for all queries, phone, or email. to the Service team, prioritized as required.
- Ensuring all clients and family members are treated with dignity and in line with the values and policies of IMNDA.
- Distribute information to clients, families, health care professionals and statutory and voluntary organizations as required.
- Respond to people registering with the organization and send relevant information.
- Liaise with healthcare professionals regarding equipment available from IMNDA
- Maintain and update data regarding equipment log on to Salesforce.
- Be knowledgeable and up to date with all equipment available from IMNDA.
- Advise Health care professional about ordering equipment from the IMNDA.
- Respond to queries regarding the delivery, collection and servicing of IMNDA equipment and aids.
- Use Asset Track to monitor availability of equipment.
- Compile the RIP list to coordinate collection of equipment.
- Ensure that accurate and up to date records are maintained and accessible on Salesforce and Asset Trac, schedule collection with Family and HC21.
- Approve patient grants and process grant invoices and reconcile against purchase book before processing by the Finance Department
- Coordinate patient programs: Caregiver course, Peer Support, Bereavement Support with Communication Team and Director of Nursing and Service
- Assist the Director of Nursing and Services in the co-ordination of all service driven events such as the AGM, patient and carer's weekend, the annual memorial service and various MND awareness talks and initiatives.
- Continuously promote and champion the Irish Motor Neurone Disease Association's vision, values and strategic objectives.
- Participate in the continual review, development and evaluation of services and activities as a member of the Services Team.
- Plan and manage time, ensuring that all efforts are focused on activities which maximize the highest standards in service delivery.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Association at any time after discussion with the post holder.

General

- Always maintain confidentiality regarding client and supporter information, ensuring compliance with GDPR regulations.
- Keep up to date with the current issues and developments in MND delivery. Undertake compulsory training as necessary.

- Provide support in the event that another team in the department has an urgent need.
- Attend Dublin office every fortnight for Service team meetings.

Essential Experience

- Minimum of 2 years' experience in a similar role.
- Experience working with CRM databases.
- Strong computer skills – MS Office packages (Word, PowerPoint, Excel)
- Strong coordination skills
- Experience of working to budgets, targets and plans.
- Experience of working as part of a team and to deadlines.

Desired:

- Experience of working within the Community and Voluntary Sector specifically dealing with vulnerable populations and their families.
- Experience working with Salesforce.

Person Specification:

- Excellent communication and presentation skills – written and verbal.
- Self-starter with initiative and drive and an ability to work independently, think creatively, and identify opportunities.
- Ability to prioritise, plan and organise own workload.
- Diplomatic and tactful with the ability to build and maintain relationships with a diverse range of people.
- A team player with an open and flexible attitude.
- Flexibility to work across all functions within a small organization and on a rare occasion flexible to work evening and weekend hours in a fast paced, dynamic environment.

The Information and Services Support Coordinator plays a crucial role in supporting people with MND and their families by providing information, advice, and assistance. Please send CV and Cover letter to nfitzgibbon@imnda.ie Closing date for applications **23rd May 2025**.