Job Title: Self Management Programme Co-ordinator

Location: National office, Edinburgh

Reports to: Self-Management Programme Lead

Introduction to Multiple Sclerosis and the MS Society
Multiple sclerosis is an unpredictable and incurable condition that affects people’s nervous systems. It can attack suddenly or progress steadily, bringing a range of symptoms which can include sight loss, incontinence, fatigue and mobility problems. No-one with MS can be sure when or how it will affect them next. For 100,000 of us in the UK, it’s a daily reality.

The MS Society is here for everyone living with MS – to provide practical help today, and the hope of a cure tomorrow. We play a leading role in research. We fight for better treatment and care. We let people with MS know they’re not alone, and offer advice and support to help them manage the symptoms. With your support, we’ll be able to do even more – until we beat MS together.

Purpose

- To manage the delivery of the MS Society’s Self Management programme
- To recruit, train and manage volunteers
- To deliver and implement a new Self Management programme

Key Relationships:

Internal
The post holder works closely with:
- Self Management Lead
- Local Network Staff
- Policy and Communications staff
- Fundraising (for restricted funding bids)

External
The post holder works closely with:
- People living with MS including families and carers
- Members of the public who are living with a variety of long term conditions
- Branches and volunteers across Scotland
- Key members of staff within the NHS, local authorities and third sector organisations
Key Accountabilities:
The MS Society Self Management Programme Co-ordinator will support delivery of the Society’s Services and Support strategy to deliver the MS Society’s strategic goals by:

1. **Business plan implementation (90%)**
   1a Development of the Self Management programme
   1b Managing the delivery of the Self Management Programme
   1c Volunteer Management

2. **Team Work (5%)**

3. **Monitoring and Reporting on Performance (5%)**

General

Our values
All MS Society staff are expected to model and promote our values:

**Bold**
We are brave and innovative. We’re not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

**Expert**
People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

**Ambitious**
We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

**Together**
We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed Responsibilities:

1. **Business plan implementation (90%)**
   - Planning work to ensure the achievement of deadlines.
   - Focusing work to deliver the team’s business plan and contribute to the achievement of the Society’s strategic aims and priorities.
   - Contributing to a clear focus on driving improvements in quality, impact and performance.

1a **Support the on-going development of the MS Society’s Self Management Programme (30%)**
   - Agree an annual delivery plan for the delivery of the Self Management Programme
MS SOCIETY JOB DESCRIPTION

- Help identify new services, courses and initiatives that would extend the MS Society’s Self Management offer
- Work with the fundraising team to source and respond to potential restricted funding opportunities
- Build connections and relationships with health professionals and external organisations involved in supporting people with MS
- Be responsible for co-ordinating pilot projects and new services as well as developing existing projects and services
- Gather research and documents concerning Self Management as required
- Work closely with people living with MS, their families and their carers to ensure they are at the centre of the development of the Society’s Self Management programme through genuine co-production

1b Manage the delivery of the Self Management Programme. (30%)
- Promote the MS Society’s Self Management programme and recruit attendees
- Assess the appropriateness of those registered to attend courses and services
- Support the delivery of Self Management courses via volunteer facilitators, including Health and Well-being and Newly diagnosed courses in line with agreed timescales and targets
- Be responsible for carrying out and co-ordinating initial assessments for people affected by MS, to confirm their suitability for the programme
- Regularly attend and observe Self Management sessions to assess the quality and provide coaching to volunteers
- Co-deliver Self Management courses and provide information sessions to people affected by MS
- Oversee all practical arrangements for Self Management courses and services
- Be responsible for promoting and advertising the Self Management programme
- Ensure compliance with relevant legislation such as health and safety
- Be responsible for the allocation of places in Self Management services across Scotland to maximise attendance
- Be responsible for introducing new members to the Self Management programme, ensuring they are supported to engage in the service
- Be receptive to the views and opinions of attendees in the development of the service
- Identify where the MS Society’s Self Management programme is not meeting the needs of individuals and signpost to other more appropriate services
- Be responsible for evaluating Self Management services and gathering information and feedback as required to measure impact
- Provide advice and guidance on incidents and accidents in an emergency situation including personal care issues
- Respond directly to enquirers regarding Self Management support and services
MS SOCIETY JOB DESCRIPTION

1c Volunteer Management (30%)
- Be responsible for recruiting and selecting volunteers who will lead the delivery of the Self Management programme
- Train volunteers to deliver Self Management courses, services and pilot projects which are created and developed
- Supervise and support Self Management programme volunteers
- Support volunteers to adapt to changes in the Self Management programme
- Provide coaching and feedback to volunteers to improve their contribution to the service
- Support volunteer facilitators to provide follow up “peer support” to course attendees in helping them achieve personal outcomes
- Use knowledge and experience to provide formal and informal training to volunteers
- Work closely with the Volunteering Team to ensure that organisational changes in relation to volunteering are implemented effectively
- Be responsible for receiving and processing volunteer expenses

2. Team Work (5%)
- Contribute to the work of the broader team
- Develop and maintain effective working relationships across the department, directorate and Society

3. Reporting, Monitoring and Evaluation (5%)
- Oversee an evaluation and monitoring framework that drives improvement
- Monitor and report on activities against objectives, outcomes and KPIs.
- Provide quantitative and qualitative information to the Self Management Lead to assist in the development of funding applications
- Gather information and feedback from participants; producing reports and briefings as required

General
- Compliance with MSS’s governance procedures, MSS policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best
- Contribute to the work of the broader team
- Responsible for the effective use of financial and other resources

Other Duties
- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
- To undertake any other work as could be expected of a Self Management Programme Co-ordinator
MS SOCIETY JOB DESCRIPTION

Person Specification

Qualifications
- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- Evidence of continuous professional development.

Experience
- Experience of working with a client group in a way that is person-centred, asset based and outcome focused
- Successful experience of working as part of a team to achieve service development
- Experience of increasing reach, effectiveness or impact of a service
- Experience of partnership working
- Experience of developing and delivering training
- Experience of working with volunteers and/or paid staff in a training or service delivery setting
- Experience of managing, delivering and evaluating services

Knowledge and skills
- An understanding of self-management models/strategies in long-term conditions
- Excellent interpersonal skills, able to influence and persuade stakeholders as well as coach and facilitate groups and individuals
- Excellent facilitation skills
- Understanding of impact and performance measurement and its importance in service development
- Understanding organisational change cycles and working through change
- Strong IT skills to support effective presentation of information and collaboration
- A full Driving Licence

Employment terms

Grade: Band E Level 1

Signed by post holder Date