

Candidate pack

Community Support Coordinator



Every day...

we're here for people affected by Motor Neurone Disease (MND).

A diagnosis of MND brings home the preciousness of every day. So we do all we can to make every day count. We bring understanding and guidance. We deliver practical and financial support. We raise awareness and campaign for better care. We're not just here for now – as the UK's leading charity funder of MND research, we're striving for breakthroughs to develop new treatments and, ultimately, a cure.

MND moves fast. It takes away time, it takes away independence and it has no cure. Every piece of support, every research project, every pound raised, every kind word, and every day lived well...

matters.

Hello



Tanya Curry
Chief Executive

“We’re really pleased you’re interested in joining us and using your expertise, knowledge and time to make a difference to people affected by MND.

We are a charity with big ambitions and are committed to our vision of a world free from MND - we need a strong team to deliver that.

If you’re a great fit for this role, and us, we hope to meet you soon!”

Our vision
A world free
from MND.



Our mission
Everyone
with MND has
choice and
control today,
and a future
driven by
research and
innovation.

What is MND?

Today, six people



**will be told they have MND and six people
will die from the disease.**

**People with
MND may lose
their voice and
movement.**



**And ultimately, their
ability to breathe.**

**A third of people
will die within a
year of diagnosis.**



**More than half will
die within two years.**

**MND is a fatal
rapidly, progressing
disease.**



**It affects the brain
and spinal cord.**

**MND doesn't
discriminate.**



**It affects people from
all backgrounds and
at all ages.**

**There is no cure for MND.
Together we can change that.**



Our values

Four values guide everything we do, and the way we do it. From how we behave day-to-day, to strategic decisions about our priorities, our values shape it all.

We're one strong team.



We work together as one MND Association – a community of people affected by MND, staff, volunteers and partners. We share a common vision and direction. We value diversity. We support each other. We are collaborative and work in partnership with external organisations and with professionals, scientists and others to further our impact.

We make every day count.



Time is precious. We make the most of it to help people with MND. We are proactive, responsive and efficient. We listen to what people need and support them in doing what's important. We deliver at pace, but take the time needed to do things thoroughly. Every day we create impact for people with MND.

We think big.



We are the UK's leading MND charity. People look to us for expertise and inspiration. We support new approaches, new treatments and new understanding. We are bold and ambitious – we think big and make ideas happen. We go beyond what's expected to find new and better ways of doing things. We help set standards, influence care and drive change to shape a better future for people with MND.

We are determined.



People affected by MND are at the heart of all we do. We work with determination and a drive to make a difference. We have compassion and treat people with dignity and kindness. Every interaction is a chance to show that people affected by MND are heard and valued.

Job description

Job title:	Community Support Coordinator
Salary:	£30,297.57 per annum (£37.367 FTE)
Location:	Home-based with regular travel across Northern Ireland
Contract:	Permanent
Hours:	30 per week
Reports to:	Community Support Manager

Job purpose

— Lead the delivery and integration of the Community Support Volunteer service within our local communities, ensuring our services and support for people with living and affected by MND are high quality, accessible, safe, inclusive and enable personal choice and control.

— Ensure effective working relationships with health and social care professionals and local partners to integrate MND Association services and support and maintain a working knowledge of wider services and support appropriate for people living with and affected by MND, signposting as necessary.

Main responsibilities

— Lead a team of MND Association

Community Support Volunteers:

— recruiting, managing and developing the team to provide a service to people living with and affected by MND that is high quality, compliant, safe, accessible and inclusive

— ensuring support provided is needs-led and enables personal choice and control

— offering guidance and support to volunteers who encounter complex care and support issues raised by people living with and affected by MND

— assisting in appropriately responding, including signposting to appropriate care and support services.

— Respond promptly or coordinate responses to enquiries from and referrals for people living with and affected by MND:

— providing relevant information

— facilitating access to MND Association support and resources

— signposting to appropriate care and support services.

— Develop and maintain good working relationships with care centres/networks, care coordinators, multi-disciplinary health and social care professionals, hospices and other local partners to effectively integrate all aspects of community support activity with local services.

— Develop volunteer branch and group capacity, effectiveness and succession planning, establishing new groups as required and ensuring compliance with Association policies and procedures.

— Assist branches and groups to understand the local needs of people living with and affected by MND and collaboratively support them to plan, design and deliver a range of appropriate support activities, including support groups, to meet those needs.

— Work with the Head of Regional Services and Partnerships, Community Support Manager and the Service Development Manager to identify and record gaps in local care and support services and contribute to plans to improve services.

— Create, develop and maintain strong and effective relationships with volunteers providing leadership and ensuring effective communication so they feel valued, motivated, coordinated and supported in their roles.

— Proactively manage the recruitment, selection and induction of volunteers including support volunteer interviews and checking DBS documentation.

— Guide and influence collaboration between volunteers within the branch and group network and with other stakeholders and partners.

— Work closely with the Volunteering Team and Learning and development teams to organise and facilitate appropriate local learning, development and networking opportunities for volunteers

— Enable effective two-way communication and information flow between volunteers, staff and the wider Association.

Main responsibilities cont.

- Facilitate co-production and collaboration between staff, volunteers, health and social care professionals and people living with and affected by MND
- Work alongside Community Relationship Fundraisers and Senior Campaign Advisors, as part of a whole Regional Delivery Team to ensure that volunteers including branches and groups, are supported to raise awareness and take part in fundraising and campaigning activities as appropriate.
- Collate and record KPIs and data as required to help inform business planning within Services & Partnerships.
- Contribute, as required, to the development of best practice, policy and new initiatives or projects.
- Consult, and draw expertise from, colleagues within the wider Association to support decision making as needed.
- Respond to safeguarding and other concerns in accordance with Association policies and procedures.
- To undertake any other task commensurate to the job purpose and its grading and to ensure that all functions are performed with due regard to the Association's Vision, Mission and Values.

Essential criteria

- Experience of leading, managing and/or coordinating self-managed groups of volunteers, ideally in a not-for-profit setting
- Excellent communication, interpersonal and presentation skills
- Skills to identify, assess, and respond to support needs through a person-centred approach.
- Experience of working with people at risk of harm and/or carers and families
- Demonstrable understanding of the management of risk and safeguarding.
- Skills to manage relationships and networks; able to influence individuals and external agencies, services and partner organisations.
- Demonstrable understanding and delivery of care and support services in the statutory, private and/or voluntary sectors including value and challenges of volunteering.
- Commitment to respecting diversity and anti-discriminatory practices; able to engage with diverse communities, individuals and groups.
- Able to prioritise, plan and make autonomous decisions.
- Good standard of computer literacy and able to use a range of different applications effectively.
- Able to work flexibly, including some unsocial hours.
- A full driving licence.



What we offer

At the MND Association, we support you to do your best work and thrive within one strong team.

Employment benefits

Hybrid and flexible working

We have a number of regionally-based employees, with our office-based employees working on a hybrid basis with an expectation of one or two days in the office each week.

We are happy to work with you to consider flexible working solutions that support your life and responsibilities as well as the requirements of the role.

Annual leave

28 days holiday, which increases by one day for each complete annual leave year worked (up to a maximum of 33), plus bank holidays. You also have the option to buy up to five additional days' leave through salary sacrifice or to sell back five days.

Pension

We have two schemes available.

- Auto Enrolment Scheme: you and the MND Association both contribute 4% of your net monthly salary.
- Enhanced Salary Sacrifice Scheme: if eligible, you contribute a minimum of 5% and the MND Association contributes 8.1% of your gross monthly salary.

Life assurance

The option to join a life assurance scheme for peace of mind and financial protection for your loved ones.

Health and wellbeing

- **Health cash plan**, which reimburses healthcare costs including dentist, optician, health screening, specialist consultation.
- A 24/7 virtual GP service, called **GP24**, for you and your household.
- A confidential, independent counselling helpline with up to 10 free sessions each year per issue.
- Access to the My Healthy Advantage app.
- Staff and volunteer network groups and forums.
- Mental health first aid scheme.

Cost savings

- Access to the Cycle to Work Scheme so you can save money and spread the cost of buying a bike.
- Access to BenefitHub, which offers a huge range of discounts and cashback plans across hundreds of retailers and providers.

Learning and development

We'll support your professional and personal growth through:

- a comprehensive induction programme
- the Learning Lab, which offers a range of courses
- job shadowing, to strengthen your knowledge in other areas
- the chance to study for an apprenticeship alongside your role.

Working location

Our central office in Northampton is bright and modern with a variety of flexible working spaces, meeting rooms and communal areas. We also have office space in London SE1, close to Borough and London Bridge stations.

Some of our staff are based regionally and work from home.



Francis Crick House

Motor Neurone Disease Association
Francis Crick House
6 Summerhouse Road
Moulton Park
Northampton NN3 6BJ



London office

FORA
180 Borough High Street
London SE1 1LB

Applying for a role

Please apply via our website. Once we've shortlisted, we'll get in touch with all applicants to let you know if you've got to the next stage.

Application notes

- Apply early if you can. If we receive a lot of interest, we may close applications early.
- We are open to part-time applications or job shares – please indicate your preferred working arrangement in your application.
- Please reflect how your experience aligns with our values in your application.
- Depending on the role, you may be required to complete a criminal records check with the Disclosure and Barring Service (DBS).
- If you're successful in securing a role, you will be asked to produce your valid right to work documentation as part of our pre-employment checks. Find out more on [our website](#).
- If you require UK visa sponsorship, please clearly indicate this in your application.

Personal data

We will look after any information you provide to the MND Association when applying for a vacancy in accordance with the General Data Protection Regulation (GDPR). We're committed to protecting your personal information and being transparent about what information we hold.

[Read our privacy policy here.](#)

Animals in research

We understand that not everyone agrees with the use of animals in research. So, it's important to make you aware that some of the research that we fund involves animals.

MND is complex and, at the moment, animal models are still one of the most powerful tools used to help us understand, prevent and one day cure MND. Much of the progress made to date would not have been possible without them.

Inclusive recruitment

We're committed to providing everyone with the opportunity to compete fairly for roles.

- We're committed to providing everyone with the opportunity to compete fairly for roles.
- We anonymise applications to ensure bias does not influence our decision-making.
- All applications are reviewed by a member of our team, we don't use AI to filter applications.
- We can provide reasonable adjustments during the application or interview process, please contact us at hrrecruitment@mndassociation.org for support.
- We are happy to consider alternative application formats from candidates who find it difficult to complete the online form. Contact us to discuss what works best for you at hrrecruitment@mndassociation.org.
- We are a Disability Confident Employer and guarantee interviews for applicants with a disability who meet the requirements of the role.



Find out more about our **[commitments to inclusion.](#)**

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Motor Neurone Disease Association
Francis Crick House
6 Summerhouse Road
Moulton Park
Northampton NN3 6BJ

Tel: 01604 250505

Email: enquiries@mndassociation.org

Website: mndassociation.org

Registered Charity no. 294354



**Every day we support people affected
by Motor Neurone Disease.
Because with MND, every day matters.**