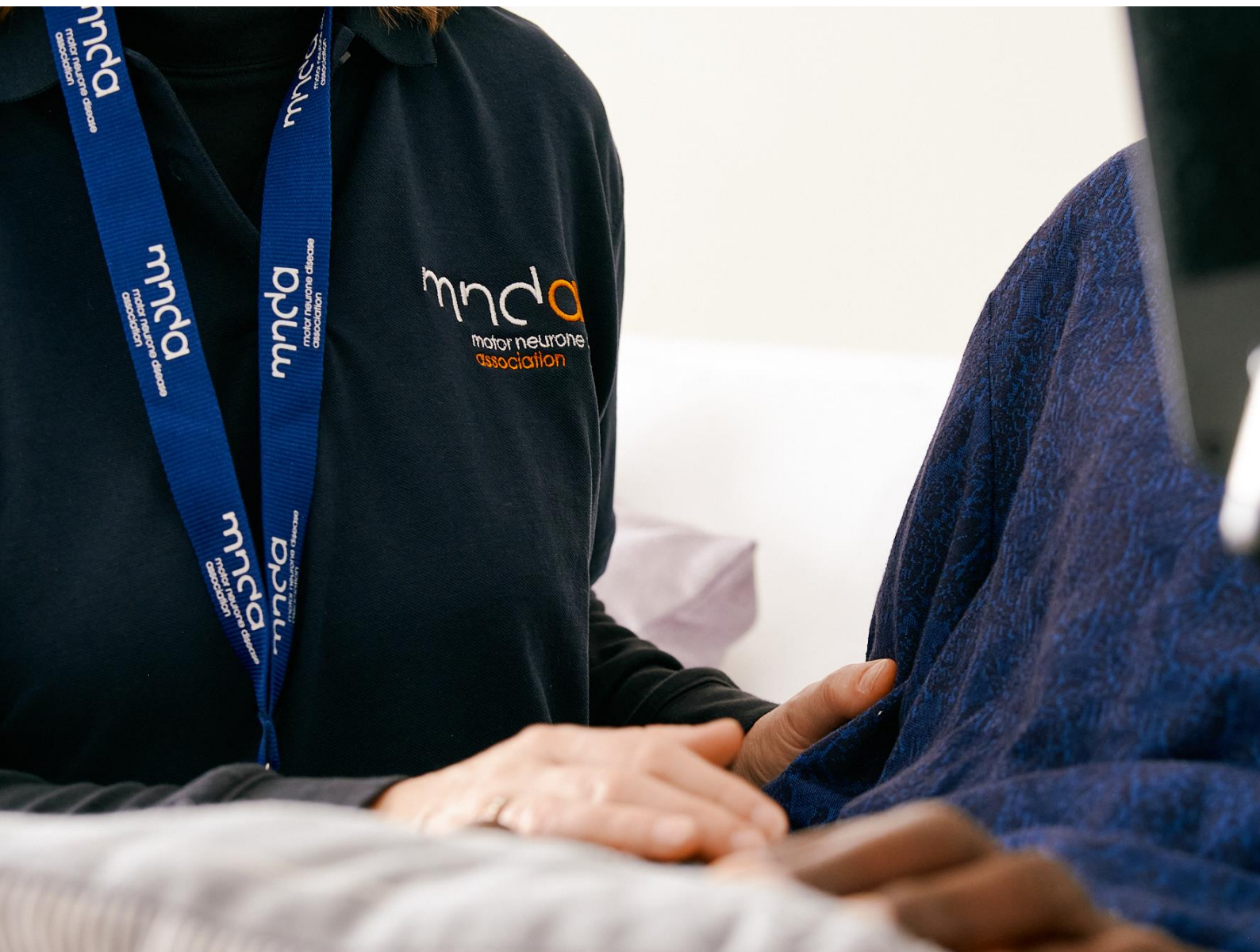


Candidate pack

Community Support Manager

Working towards a world free from MND



About MND and the work of the Association

Motor neurone disease (MND) is a fatal, rapidly progressing neurological condition affecting more than 5,000 adults in the UK at any one time. The disease causes messages from nerves (motor neurones) in the brain and spinal cord that control movement to gradually stop reaching the muscles, leading them to weaken, stiffen and waste.

The result is that people become locked in a failing body, unable to move, talk and eventually breathe. Some may experience changes in thinking and behaviour, with a proportion experiencing a rare form of dementia. MND does not usually affect senses such as sight, hearing and touch.

MND kills a third of people within a year and more than half within two years of diagnosis. It affects people from all backgrounds and a person's lifetime risk of developing MND around 1 in 300. Today six people will be diagnosed and six will die from MND. There is no cure.

The MND Association focuses on funding research, improving access to care and campaigning for people living with or affected by MND in England, Wales and Northern Ireland. We have over 11,000 members forming a powerful network that provides information and support for people with MND, their families and carers. We fund and promote research that leads to new understanding and treatments, and brings us closer to a cure. We campaign and raise awareness so the needs of people with MND are recognised and addressed by wider society.

People with MND, their families and carers are at the heart of everything we do



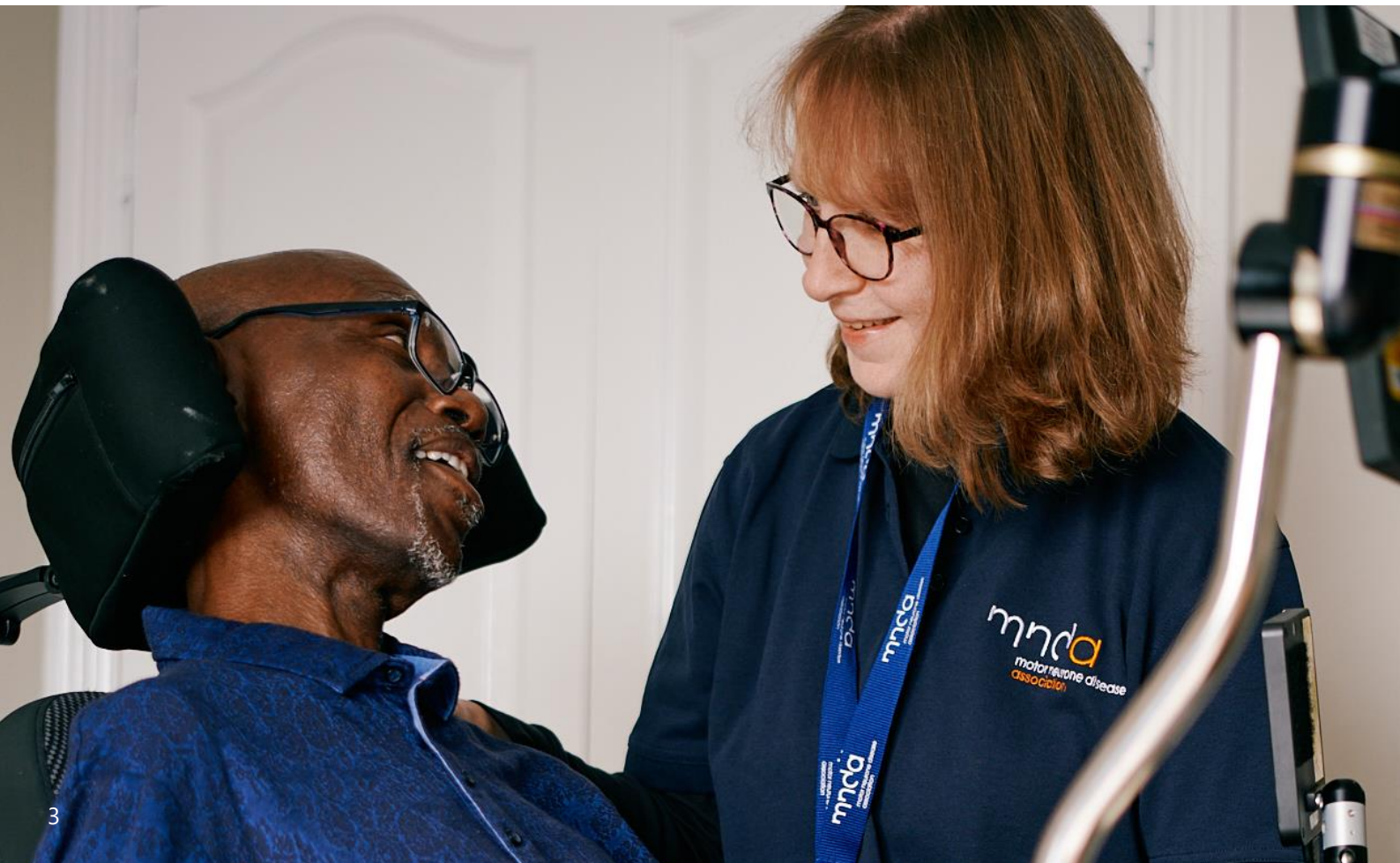
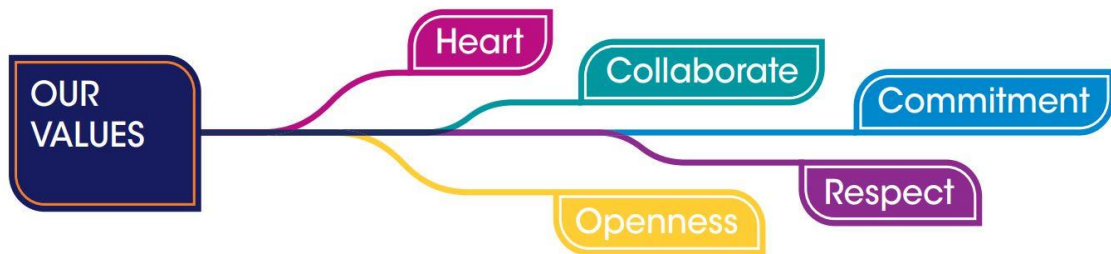
Our vision and values

Our vision

A world free from MND.

Our Values

- People with MND, their families and carers are at the **heart** of everything we do.
- We **collaborate**, and value everyone's contribution.
- We achieve excellence through personal **commitment** and ongoing improvement.
- We **respect** and respond to people's diverse needs, backgrounds and views.
- We achieve our aims through building **open** and transparent relationships.



Our Promises

To harness the hope within our community to speed up progress towards a world free from MND, the MND Association has committed to five Promises. Our Promises give us focus to work faster and fight harder to strive for better – together with our community. Simply put, they drive everything we do.

Promise 1 We will not rest until: MND is treatable and ultimately curable

We are seeking new collaborative drug discovery and development projects, helping to fund and facilitate the research that is taking us ever closer to uncovering the causes of MND, effective treatments and ultimately a cure.

Promise 2 We will not rest until: Everyone gets the care they need when they need it

Co-ordinated multi-disciplinary care is the very best way to ensure a person with MND has access to all the healthcare professionals they need, at the right time. Our 22 care networks across the country provide this. But not everyone with MND has access to the same level of support. That must change.

Promise 3 We will not rest until: Every day with MND counts

For people with MND, technology can help life be the best it can be. We are working with tech giants from around the world to find solutions to real-life problems.

Promise 4 We will not rest until: You are heard

If we shout louder and to the right people, things will change. If we all join together we can't be ignored.

Promise 5 We will not rest until: No one faces MND alone

We will work to break down barriers that prevent people with and affected by MND from accessing the help and support they need.



Job description

Job title: Community Support Manager
Reports to: Head of Regional Services and Partnerships
Direct reports: Community Support Co-ordinators

Job purpose

- Lead a consistent, compliant and safe community support function through effective operational delivery and collaborative working across all regions.
- Ensure an impactful, accessible, inclusive and effective Community Support Volunteer service, putting people with and affected by MND at the heart of everything we do.
- Develop and influence partnerships with external service providers to enhance local support provision.

Main responsibilities

- Provide operational leadership and line management to Community Support Coordinators (CSCs) within the region: including induction, training and development, supervision, motivation and appraisal, supporting staff wellbeing and professional development.
- Work alongside the Volunteering Team to develop and embed volunteer learning, skills and capacity where required. Support high priority action plans regarding recruitment and retention of key volunteer roles. Ensuring engagement with local and national initiatives.
- Lead and facilitate a community of practice alongside other Community Support Managers and MND Connect Manager, Children and Young People Manager, National Support Services Manager to ensure consistency in delivery of services and partnerships, including oversight of the Operations Manual, and co-design activity that builds greater connectivity within and between CSCs, optimising the use of shared resources and learning.
- Maintain a working knowledge of wider services and support for people living with and affected by MND in the region and the external environment in which we operate.
- Lead the Community Support Coordinators (CSC) to consistently collate regional data and impact reporting to inform business planning, and to work collaboratively with colleagues to ensure alignment of data reporting across all teams within the Services & Partnerships Directorate as a whole.
- Understand and implement relevant policy and procedures i.e. data recording, safeguarding, health and safety and General Data Protection Regulation (GDPR), empowering CSCs to understand them and support with compliance.
- Work with the Head of Regional Services and Partnerships (HoRSP) and Service Development Managers (SDMs) to develop local and regional plans to improve MND support services and partnerships, highlighting concerns or gaps in services.

Main responsibilities (cont)

- Provide regular reports to HoRSPs on support activities, issues and impact in the region using agreed processes and reporting templates.
- Working with the HoRSP, oversee the development and operational delivery of local initiatives/partnerships to enhance services and support, including partnerships with third sector and other external delivery partners.
- Contribute, as required, to the development of best practice, policy and new initiatives or projects.
- Provide and/or organise cover in the event of CSC absence within the region.
- Undertake any other task relevant to the job purpose and ensure that all functions performed reflect the Associations mission and core values.

Essential criteria

- Experience leading and supporting remote teams with staff and volunteers.
- Experience in measuring the team's overall performance against outcomes and taking action to address under performance.
- Excellent communication, interpersonal and presentation skills.
- Skilled in performance data management and reporting.
- Demonstrable understanding and delivery of support services in the statutory, private and/or voluntary sectors including value.
- Experience of the management of risk and safeguarding.
- Skills to manage relationships and networks; able to influence individuals and external agencies, services and partner organisations.
- Commitment to respecting inclusion and diversity; 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.

Salary: £43,600 per annum on a full-time permanent basis, plus lease car

Location: Home-based with travel requirements

Central & West: Bristol, Wiltshire, Gloucestershire, Bath & North-East Somerset, West Midlands, Central & East Midlands, Somerset & Dorset, Devon & Cornwall, and Thames Valley

South-East: London, East and West Sussex, Hertfordshire, Essex, East Anglia, Hampshire, Isle of Wight and Jersey, Surrey and Kent

North: Cheshire, Merseyside, Greater Manchester, Lancashire and Cumbria, North-East, Yorkshire and North & North-East Lincolnshire

Devolved Nations: Wales and Northern Ireland

Candidates must be located within or close to the region they are interested in.

Pension: The option of the Auto Enrolment Scheme where the employee and employer both contribute 4% of your monthly salary, calculated after tax and national insurance (NI) have been deducted or an Enhanced Salary Sacrifice Scheme where the employee contributes a minimum of 5% and the Association contribute 8.1%, calculated before tax and NI are deducted.

Annual leave: 28 days of annual leave, which increases by one day for each full calendar year worked, up to a maximum of 33, in addition to the recognised bank holidays.

Additional benefits

- UK Healthcare: We provide level 1 cover, which reimburses healthcare costs including dentist, optician, health screening, specialist consultation and much more. Discover more [here](#).
- You and your household have 24/7 access to GP appointments, prescriptions and advice, all at no extra cost. Discover more about GP24 [here](#).
- Access to a confidential counselling helpline. Support for your health and wellbeing, including challenges related to family, work, finances and health.
- My Healthy Advantage: Access to the wellbeing app providing interactive tools to support your health and wellbeing.
- Salary sacrifice schemes include:
 - Save money and spread the cost of a new bike whilst reducing your carbon footprint.
 - Buy and sell up to 5 days annual leave.
- Life assurance: additional financial protection for your loved ones, ensuring piece of mind and a secure future.
- BenefitHub: Save money on your everyday shopping with access to 100s of high street discounted vouchers and offers, including cash back plans.
- Opportunities for training and personal development.

How to apply

Please submit a CV and supporting statement via our [website](#). This ensures your application is processed correctly and we have all the required information.

Your supporting statement should be no longer than one side of A4 and demonstrate how you meet the following areas of the role:

- Experience leading, supporting and measuring performance for remote teams with staff and volunteers.
- Skilled in performance data management and reporting.
- Demonstrable understanding and delivery of support services in the statutory, private and/or voluntary sectors including value.

Where experience is asked for, please give one example showing what you did and what it achieved. Where we require evidence of ability, please explain either how you would approach that particular competence or give an example to support your suitability.

Please note, adverts may be closed before the deadline if sufficient applications are received. To avoid disappointment please apply early.

All applications will receive a response once shortlisting has been completed.

Inclusive recruitment

We are committed to providing people with disabilities an opportunity to compete fairly for jobs.

- We guarantee interviews for disabled applicants that meet the requirements of the role as part of our commitment to the Disability Confident Scheme.
- We can provide reasonable adjustments throughout the recruitment process.
- We communicate with applicants in a way that works best for them to ensure a positive and supportive candidate experience.

Alternative application process

To support an inclusive application process, we are open to receiving alternative applications from candidates who may find it difficult to complete our online form. If you would like to apply via video or audio file, please send your recorded application - ensuring you cover the supporting statement aspect - to HRRecruitment@mndassociation.org

Privacy policy:

The information provided to the MND Association when applying for a vacancy will be treated in full accordance with the General Data Protection Regulation (GDPR).

The MND Association is committed to protecting your personal information and being transparent about what information we hold, whether you are a donor, volunteer, shopper, campaigner or a person living with or affected by MND.

For more information, visit [Privacy Policy | MND Association](#)

Right to work:

If you are successful in securing a role at the MND, you will be asked to produce your valid right to work documentation as part of our pre-employment checks. To find out more please visit our [website](#).

DBS checks:

Depending on the nature of your role you may be required to complete a criminal records check with the Disclosure and Barring Service (DBS).

Animal testing statement:

Research using animals has led to a greater understanding of MND. Because of the complexity of MND, at the moment animal models are still one of the most powerful tools used to help us understand, prevent and one day cure MND. Many of the achievements that stem from research funded by the MND Association, and by other organisations worldwide, would not have been possible without animal research. Even so, a great deal of our research is carried out without involving animals.

Any decision to use animals in research is never taken lightly. We understand that not everyone agrees with animal research. For more information, visit [Animal research | MND Association](#)

Looking out for our people

The wellbeing of our staff is very important to us, and that's why we've developed a wellbeing offer and programme of activities. These include:

- Mindfulness sessions
- Wellbeing sessions
- Menopause support group
- Parent and carer support group for children who are neurodivergent
- Less visible disabilities and conditions forum
- Mental Health First Aiders who provide support and signpost you to further information.

Learning and development opportunities

We understand the importance and benefits of continual learning. To facilitate your professional and personal growth, we provide a:

- comprehensive induction programme
- range of courses available on our Learning Management System - *Learning Lab*
- job shadowing policy, enabling you to strengthen your knowledge in other areas
- chance to study for an apprenticeship alongside your role.



Our commitment to inclusion

Motor neurone disease doesn't discriminate, and neither do we.

We are determined to become fully inclusive by continuing to embrace diversity, remaining committed to equity and ensuring that our products and services are fully accessible. In this way, we can ensure that **all** people living with and affected by MND get the best possible care and support they deserve.

We offer a variety of network groups and forums that are open to everyone, including our staff, volunteers, people living with and affected by MND, as well as Association members. These groups provide peer-to-peer support, raise awareness, and hold the Association accountable.

We are a Stonewall Diversity Champion, have recently been awarded Disability Confident-Employer status, and are members of the Communications Access Scheme.



Take a look at the [inclusion pages](#) on our website to learn more about our inclusion strategy, see how far we've come and where we are headed.



Where we work

Our central office is situated at Francis Crick House in Northampton, Moulton Park. It's a bright and modern space with a variety of flexible working spaces, meeting rooms, and communal areas.

We also have an office space in London, which is used predominately by our External Affairs Team. Some of our staff are based regionally and work from home.



Motor Neurone Disease Association

Francis Crick House,
6 Summerhouse Road Moulton Park,
Northampton NN3 6BJ
Tel: 01604 250505

MND Association

FORA
180 Borough High St,
London,
SE1 1LB



Our history

On 6 October 1979, three independent regional groups set up by people affected by MND came together for the first time as the MND Association. Professor Stephen Hawking accepted an invitation to be the Patients' Patron and remained a figurehead of the Association until his death in 2018.

Within a year, we had funded our first full time research fellow, based at Charing Cross Hospital's neurological department, and just two years later, in 1982, 40 specialists attended the Association's inaugural research conference.

Today, the Association funds the coordination of life-changing care for people living with MND and wide-ranging support for families and carers. We invest millions of pounds every year in the global research effort to discover the causes, potential new treatments and ultimately a cure for MND.

Visit our [website](#) to learn more about motor neurone disease and the important work we're doing at the Association.





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