

**Information Pack**

**Administration Resource Worker**

**Based at**

**MS Ireland  
Cork Regional Office,  
Popes Quay,  
Cork**

**May 2017**

## **MS Ireland Background**

**MS Ireland** is the only national organisation working solely on behalf of people living with Multiple Sclerosis and the many thousands of people who share their lives. The aim of the Society is to enable people living with MS to live their lives to their fullest potential, to participate in all aspects of society and to foster research on a national and international basis to identify a cure for Multiple Sclerosis.

### ***The objectives of the Society are:***

- Facilitate People with Multiple Sclerosis (PwMS) to control their lives and environment, to live with dignity and participate in the community.
- Provide support for the families and carers of PwMS.
- To exchange and disseminate information relating to MS.
- To co-operate with the Medical, Scientific, Social and Caring professions.
- To promote scientific research into the causes of, cure for and management of MS.
- To provide and identifiable focal points by developing an efficient, effective and caring organisation to serve the needs of PwMS.

A wide range of services and programmes have been developed and implemented by the MS Society. These services and programmes are designed specifically to meet the needs of the MS community and to ensure that the fundamental aims of the MS Society are achieved on behalf of the MS community. Such services include:

- National MS Helpline
- MS news magazine
- Information booklets
- Sessional counsellors
- Respite care facilities
- Funds for MS research in Ireland
- National and Regional conferences on MS
- Regional offices with professional staff in each HSE area
- 39 branches nation-wide

## Multiple Sclerosis

Multiple Sclerosis is a serious condition, which damages the central nervous system- the brain and the spinal cord. MS occurs as a result of scarring the myelin sheath that insulates cells in the nervous system. This distorts the passage of nerve impulses between the brain and other parts of the body. It interferes with the brain's ability to control such functions as seeing, walking, talking etc. It's called multiple because many scattered areas of the brain and spinal cord may be affected and symptoms can be mild or severe and come and go unpredictably.

Multiple Sclerosis is the most common neurological disabling disease affecting young adults throughout Europe. 400,000 people in Europe are directly affected. 8,000 people in Ireland and in some parts of Ireland the rate is 1 in 400. The prevalence is higher in Northern Ireland and Scotland. There is yet no conclusive reason for this although intensive research has been carried out.

The typical age of diagnosis is the late twenties to mid-forties, when family and career are usually the priorities. Twice as many women as men have MS. There is as yet no known cure.

There is no typical MS, it is individual to each person, the progress is unpredictable so one general description or prognosis is not possible. This leads to other problems, not only do people with MS have to learn to cope with the disease, there will also be pressure on members of the family to take on the role of carer.

For more information about Multiple Sclerosis and the Multiple Sclerosis Society of Ireland please see [www.ms-society.ie](http://www.ms-society.ie)



## ARE NOW SEEKING

### AN ADMINISTRATIVE RESOURCE WORKER

(REF: ADORK)

**Location: Cork Regional Office, North Quay House, Popes Quay, Cork**

MS Ireland is the national voluntary organisation which provides services to People with Multiple Sclerosis throughout Ireland.

We seek to appoint a full time *Admin Resource Worker* for our Cork Regional Office. The successful candidate will be responsible for supporting the work of the Regional Coordinator and Community Workers.

#### **Main responsibilities will include;**

- Reception and General Admin.
- Maintaining Client Data
- Handling Queries
- Assisting with Presentations and Reports as required
- Diary and Correspondence Management
- Organising travel and meetings
- Procurement and Budget Control

The ideal candidate will have 3 years' experience in a similar role and educated to leaving certificate or equivalent level. A team player with proven communications and IT skills are necessary. (ECDL preferable) Knowledge and experience of the disability sector are a distinct advantage.

This role offers a competitive salary, company pension contribution and access to discount healthcare.

**For full Job Description and Person Specification please see our website [www.ms-society.ie](http://www.ms-society.ie)**

Applications to include CV and Covering Letter, by email to [jobs@ms-society.ie](mailto:jobs@ms-society.ie)

Closing date for applications is 5pm Friday 21<sup>st</sup> April 2017

MS Ireland is an equal opportunities employer

**The assistance of Recruitment Agencies is not required at this time**

**Job Description:**

Job Title:	<b>Administrative Support Worker</b>
Location:	MS Southern Regional Office, Popes Quay, Cork
Role purpose:	The main purpose of this position is to support the work of the Regional Coordinator and the Community Workers, to act as a resource in relation to information provision and administrative support.
Reports to:	Services Manager
Key Liaisons	Regional Community Workers
Contract Type:	Permanent subject to 6 month probation
Salary:	Competitive

**Key Duties to Include:**

1. To carry out office *reception* duties to include dealing with telephone calls and visitors and to keep records in relation to same; ensuring that those who make contact MS Ireland are dealt with in a professional and courteous manner at all times.
2. To carry out general *office administrative* duties to include diary management, photocopying, faxes, filing, correspondence, post and typing; ensuring that the office runs at all times in a smooth and efficient manner.
3. To develop and maintain *accurate databases* and computer records to ensure that client information is collated, continually updated and reports can be produced in an accurate and timely fashion.
4. To assist with the management of the regional office *budget*; accurately input financial data (invoices, expenses etc.) be able to provide an analysis of same and issue reports as requested.
5. To manage the *procurement* of office supplies and stationery; to ensure that office staff have the resources necessary to carry out their roles.
6. To assist office staff with information and public awareness functions to include; preparation of PowerPoint presentations, providing administrative support at meetings/information days, organisation of internal meetings, recording of minutes and distribution of key information; on occasion this may involve attending weekend seminars.

7. To report to National Office regarding all human resource and administrative matters to include, monthly summary sheets, client statistics etc. ensuring that all information is forwarded, kept up to date and accurate.
8. Assisting the regional coordinator with the production of reports, service level agreements and any other duties as requested.

## **Person Specification**

### **Qualifications and Experience**

The ideal candidate will have 3 years' experience in a similar role and educated to leaving certificate or equivalent level.

A team player with knowledge and experience of the disability sector are a distinct advantage.

### **Skills**

- Excellent IT skills to include competency in MS Word, Excel and PowerPoint and use of a CRM, (Salesforce CRM desirable)
- Excellent organisational and administrative skills.
- Excellent communication skills and telephone manner.
- Good knowledge of all social media platforms.
- Typing/data entry skills essential.

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.