

Information Pack

Regional Community Worker

Based at

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

May 2017

About the Multiple Sclerosis Society of Ireland (MS Ireland)

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 MS Ireland 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 identify 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 MS Ireland. These services and programmes are designed specifically to meet the needs of the MS community and to ensure that the fundamental aims of MS Ireland are achieved on behalf of the MS community. Such services include:

- National MS Information Line
- MS news magazine
- Information booklets
- Sessional counsellors
- MS Care Centre Funds for MS research in Ireland
- National and Regional conferences on MS
- Regional offices with professional staff in each HSE area
- 38 branches nationwide

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. More than 9,000 people in Ireland are living with MS 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. Symptoms of MS include impaired mobility, severe fatigue and cognitive difficulties.

For more information about Multiple Sclerosis and the MS Ireland please see www.ms-society.ie



Regional Community Worker

MS Ireland is now seeking a Regional Community Worker, based in our Cork City offices at Popes Quay, Cork.

Main purpose of the role is to respond to contacts made by People with MS (PwMS) and their families. Provide support and information to enable and empower PwMS to manage their condition so as to have the best quality of life possible.

Key duties include:

- To respond to contact made by People with MS and their families.
- To respond to referrals and /or information requests from local allied health care professionals and/or other agencies.
- To ensure that programmes, identified by MS Ireland, are available within existing resources in the region.
- To link and develop appropriate working relationship with the HSE but specifically with the Primary Care Structures and make appropriate referrals.
- To work closely with local voluntary branch network; to ensure that effective communication is maintained between branches and the regional office.

Candidates must have:

- A relevant third level qualification (Level 8 minimum in Social Work, Psychology or Community Development)
- A broad understanding of disability issues with at least 3 years experience.
- Excellent interpersonal skills and the ability to work as part of a team and on their own initiative.
- The ideal candidate will have practical experience in the provision of care, support and advocacy to people with a neurological and/or physical condition
- Their own car with a full, clean driving license

Applications with up to date CV and covering letter to;

jobs@ms-society.ie (**Must include Ref: RCW in the subject bar**)

Closing Date: 5pm Friday May 5th 2017

MS Ireland is an equal opportunities employer

The assistance of Recruitment Agencies is not required at this time

Job Description

Job title:	Regional Community Worker
Location:	Cork Regional Office – Popes Quay
Role purpose:	To respond to contacts made by People with MS (PwMS) and their families. Provide support and information to enable and empower PwMS to manage their condition so as to have the best quality of life possible.
Reports to:	Services Manager – MS Ireland
Salary	Point 1 on the PQSW scale of the DOHC

Key Results Areas:

Support Work

- To **respond to contact** made by PwMS and their families.
- To complete **assessment** to include benefit assessment, goal setting, planned development personal advocacy referral to appropriate agencies.
- To liaise with relevant statutory and voluntary bodies based on identified needs.
- To respond to referrals and /or information requests from local allied health care professionals and/or other agencies.
- To maintain **appropriate records** on Sales Force regarding casework ensuring that these are kept confidential and up-dated at all times.
- The model of intervention is Solution Focused, short term and will prioritise those newly diagnosed.

Community Development

- To ensure that programmes, identified by MS Ireland, are available within existing resources in the Region e.g. Getting the Balance Right, Self Management, Newly diagnosed etc.
- To link and develop appropriate working relationship with the HSE but specifically with the Primary Care Structures and make appropriate referrals
- To identify and apply for additional sources of funding and/or resources, e.g. Lottery, community grants, etc. to fund the provision of identified programmes
- To work closely with local Branches to ensure that effective communication is maintained between local Branches and the regional office
- To plan regional Integrated meetings with local Branch network
- To plan public awareness/World MS Day seminars and others according to the local resources/ environment /needs

General

- To carry out relevant **administration** at regional office level to include maintenance of case notes and record keeping to ensure that all information is accurate and up-to-date inputting into Salesforce monthly
- To contribute to the achievement of the organisational strategic goals, to work collaboratively with all departments of the organisation, e.g. Advocacy, Communications, Fundraising, Corporate Services, Finances etc.
- To co-operate in the management of Regional Budgets and take corrective action where necessary
- To attend team meetings to plan and coordinate activities in line with the strategic goals and plan of MS Ireland
- To participate in 1:1 supervision with line manager
- To participate in MS Ireland's performance management process
- Represent MS Ireland at HSE and other relevant external meetings as directed
- To abide by the **health and safety** regulations of MS Ireland and statutory regulations and abide by standard operating procedures relating to the Regional Office's activities (e.g. fire procedures, safety of staff etc) in order to ensure that the well being of all staff and service users is maintained
- To work within the **policies of MS Ireland** in order to ensure that a consistent delivery of service and quality standards are adhered to
- To carry out duties as may reasonably be requested by the Line Manager to ensure a comprehensive, consistent and high quality service to PwMS at all times

Person Specification:

Qualifications and Experience

- A relevant third level qualification in Psychology, Social Work, Social Care, Educator, Community Development
- A broad understanding of disability issues
- The ability to work as part of a team and on their own initiative
- Excellent interpersonal skills
- The ideal candidate will have practical experience in the provision of care, support and advocacy to people with a neurological and/or physical condition
- Their own car with a full, clean driving

Skills

- Excellent communication and interpersonal skills essential
- Proficiency in the Microsoft suite of packages
- Ability to treat people with dignity and facilitate independence essential
- Ability to work as a full team member

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.