

Position Description

Job title:	Multiple Sclerosis (MS) Information Line Worker
Location:	Flexible
Role purpose:	The worker will respond to contacts made by People with MS (PwMS) and their families by phone, email and social media platforms. The worker will also support the development and updating of information resources across a range of medium, e.g. printed materials, social media, webinar, information repository, etc.
Reports to:	Services Management Team

KEY RESULT AREAS:

1. To respond to the MS confidential Information Line (1850 233 233) calls to give information and initial support as required and/or to sign post callers to appropriate MS Ireland Services and/or externally to relevant agencies
2. To respond to MS related enquiries via email
3. To respond to MS related enquiries across a range of MS social media platforms e.g. Facebook, Twitter, Instagram etc.
4. Become and remain familiar with issues affecting people with MS so as to develop appropriate information responses
5. To support with updating information regularly so as to ensure accuracy and relevance
6. To work cooperatively with the Information Advocacy and Research Officer to identify the areas where there is a need for information gathering and dissemination
7. To disseminate relevant information to stakeholders
8. To support with identifying themes relevant to people with MS and developing mechanisms to ensure effective dissemination

GENERAL

1. To carry out relevant **administration**
2. To work collaboratively with the Information Advocacy and research Officer
3. To contribute to the achievement of the organisational strategic goals, to work collaboratively with all departments of the organisation including but not exclusively MS Regional Teams, MS Care Centre, Communications, Fundraising, Corporate Services, Finances etc.
4. To input in the development of an annual plan in relation to the information service
5. To attend team meetings to plan and coordinate activities in line with the strategic goals and plan of MS Ireland
6. To participate in 1:1 meetings with line manager
7. Represent MS Ireland at relevant external meetings as requested.
8. 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



9. To work within the **policies of MS Ireland** in order to ensure that a consistent delivery of service and quality standards are adhered to
10. To participate in an annual performance appraisal with line manager.
11. 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
12. To attend MS Ireland's annual conference Ireland Calendar
13. To ensure that all practices within the Information Service are GDPR compliant

PERSON SPECIFICATION: REQUIRED QUALIFICATION & SKILLS

- Third level qualification or Diploma in social science, high level of computer literacy essential;
 - Minimum one year experience in a related field;
 - Commitment to innovation and creative problem-solving;
 - Confidence in working independently and as part of a team;
 - Excellent interpersonal skills with a strong focus on open and direct communication.
- Good knowledge of social media and its place in information provision
- Detail-oriented with strong organizational skills.
 - Ability to multitask, juggle between multiple projects and prioritize efficiently.
 - Ability to work well under pressure and maintain composure under stressful situations.
 - Experience working in the area of information provision