



Title of post:	Services logistic Administrator
Organisation:	Irish Motor Neurone Disease Association (IMNDA)
Reporting to:	Director of Nursing and Services
Contract:	1-year Fixed Term Contract

Location

This is a hybrid working role.

The office is located in Unit 3, Ground Floor, Marshalsea Court, 22/23 Merchants Quay, D08 N8VC.

Intro

The Irish Motor Neurone Disease Association (IMNDA) is the only organisation of its kind in the country. We are dedicated to supporting people living with Motor Neurone Disease (MND) and their families and carers. Our services include specialist nursing and psychological support, financial assistance, loan of specialist equipment and communications aids.

The aim of IMNDA:

- To encourage and promote the best methods of care, education, research, and treatment for people with MND throughout Ireland
- To establish and promote models of good practice in the delivery of specialised services to our patients, their families, and carers, setting standards of excellence.
- To communicate knowledge of MND and related disorders to raise awareness in Ireland

Reporting to the Director of Nursing and Services the person appointed will provide information, advice related directly to the provision of equipment and services to Health Care Professionals (HCP), people with MND and their families. In addition, the person will act as a pivotal resource to the IMNDA nursing and service team assessing and providing information and advice to IMNDA clients and family, appropriate signposting internally and externally.

Overall Responsibility:

- Provide administrative support to the service team.
- Manage logistics of equipment to HCP and those with MND and their families.
- Liaise with Health Care 21 in relations to delivery/collection/service of equipment.
- Respond to queries related to IMNDA equipment provision.
- Take part in education of HCP and general public regarding IMNDA equipment service.

- Act as a resource to all IMNDA Services and Nursing Teams.

Role Overview

The Service Logistic Administrator is an integral part of IMNDA's Services team, working closely with all stakeholders including clients and families, HCP, external service providers and the wider Services Team in the direct provision of this crucial services.

Main Duties / Responsibilities:

- Responding to queries to IMNDA, ensuring all clients and family members are treated with dignity and in line with the values and policies of IMNDA.
- Provide telephone support to people with MND, their families and carers related to IMNDA equipment.
- Liaise with HCP and Healthcare 21 staff regarding the delivery, collection and servicing of IMNDA equipment and aids.
- Maintain and update equipment log on Salesforce.
- Ensure that accurate and up-to-date records are maintained and accessible on Salesforce and Asset Track related to all equipment.
- Process services invoices and reconcile against purchase book before processing by the Finance Department.
- Continuously promote and champion the IMNDA vision, values and strategic objectives.
- Participate in the continual review, development and evaluation of services and activities as a member of the Services Team.
- Plan and manage time in a cost-effective manner, ensuring that all efforts are focused on activities which maximize the highest standards in service delivery.
- **This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Association at any time after discussion with the postholder.**

General

- Maintain confidentiality regarding client and supporter information at all times, ensuring compliance with GDPR regulations.
- Keep up to date with the current issues and developments in the MND service coordination.
- Undertake training as necessary.
- Provide support in the event that another team in the department has an urgent need.

Essential Experience

- Minimum of 2-3 years' experience in a similar role.
- Strong logistic and administration experience and skills.
- Strong communication skills
- Experience of working with HSE allied HCP.
- Experience working with CRM databases i.e. Salesforce.
- Strong computer skills – MS Office packages (Word, PowerPoint, Excel)
- Experience of working to budgets, targets and plans.
- Experience of working as part of a team and to deadlines.

Desired

- Experience of working within the Community and Voluntary Sector specifically dealing with vulnerable populations and their families.
- Experience of working with patient equipment needs.
- Experience of working with Assistive technology equipment

Person Specification:

- Excellent communication and presentation skills – written and verbal.
- Excellent ability to engage directly with patients with high health care needs.
- Manage expectations of service users.
- Self-starter with initiative and drive and an ability to work independently, think creatively, and identify opportunities.
- Ability to prioritise, plan and organise your own workload.
- Diplomatic and tactful with the ability to build and maintain relationships with an all stakeholders
- A team player with an open and flexible attitude.
- Flexibility to work across all functions within a small organization and on a rare occasion flexible to work evening and weekend hours in a fast paced, dynamic environment.

Contract

This is a 1 year fixed term contract.

Please send CV and cover letter to Naomi Fitzgibbon: nfitzgibbon@imnda.ie

Closing date for application 6th September.

