



MPS Society

Job Title: Head of Support

Reporting to: Senior Head Patient Services & Clinical Liaisons

Hours: Full time 35 hours per week (part time with a minimum of 28 hours may be considered for the right candidate)

Location: Amersham, hybrid working with a minimum of two days in the office each week

Join our team at the MPS Society, one of the leading rare genetic disease charities in the UK aiming to transform the lives of individuals and their families affected by MPS, Fabry and other related lysosomal diseases. This is a rare opportunity to lead our Support team who provide direct support, practical guidance and other patient focused activities to over 1500 members and their families, UK-wide.

The Support Team raise awareness both within the MPS community and external agencies, offering information, advice, support, and advocacy in a range of areas including health and social care, housing, education, transition, independent living, palliative care, and bereavement. You will be working closely with the Projects and Communities team who contribute to the development of our resources and facilitate project work such as youth engagement, advisory boards, and support groups, as well as leading on support focused social media.

As Head of Support, you will exhibit strong leadership skills and have significant experience working within a health and social care or relevant field of work. You will have in-depth understanding of the needs of those with disabilities, their families and carers. You will be passionate about transforming individual lives and that of their families.

Experience of team management is essential, and experience of service development and project management are advantageous as you will primarily be responsible for the overall management and development of the support team and the services it provides. You will be self-motivated and have the confidence to build excellent internal and external working relationships. You will have the ability to communicate accurately, concisely, with clarity and a high attention to detail, upholding best practice whilst making sure that the individual (or family) remains at the centre of support. You will be highly organised, juggling many strands of work and have the creativity and passion to work with us to develop the services and support that we provide to our MPS Society community.

As Head of Support, you will have an active role in our Senior Leadership Team, helping shape our charity today and for the future.

Prior knowledge of MPS and related conditions is not required as in-depth support and training will be provided. You will be required to develop expertise in MPS and related conditions, and the needs of those affected by these progressive, life-limiting conditions.

Join us and you will be leading a skilled, dedicated and supportive team. We offer flexibility in working hours, free on-site parking, a competitive salary, pension contributions, life assurance (subject to the conditions of the scheme), 5 weeks annual leave (increasing after 5 years' service), extra leave between Christmas and New Year and an Employee Assistance Programme.

We encourage candidates to view our website to find out more about us and the community we serve.

For an informal discussion about the role or the work of the MPS Society, please contact Sophie Thomas or Barbara Cotterell on 0345 389 9901.

Key Responsibilities:

- Lead and manage a multidisciplinary team to deliver a high performing and productive support service to the Society's members, their families and associated professionals. This includes the delivery of specialist information, support, advice and targeted projects
- Lead on all aspects of the Support teams staff management including recruitment, induction, performance management, appraisals, learning and development
- Hold a small caseload, when needed (where relevant) to support service delivery to our community
- Responsible for deputising in the absence of the Head of Projects & Communities. Supporting with all aspects of management, organisation and development as required
- To collaborate with external stakeholders in the interests of our communities and service development.
- Cross skill team members in critical areas of work, offering training and development as identified.
- Monitor and evaluate the performance of the team against targets and professional standards, taking any necessary corrective action required to ensure standards are maintained.
- Provide excellent leadership, direction and effective management of the team's resources, and finances ensuring professional standards and best practice are always adhered to.
- Ensure all communications are clear, effective, and appropriately targeted, maintaining appropriate professional and administrative and computerised records.
- Ensure that all personal data for the Support team is handled securely and in strict compliance with the UK GDPR regulations.
- Promote new, innovative and more effective ways of working, managing trends and changes to provide best value for our members.
- Working with Head of Projects & Communities to develop new services in response to the needs of our communities identified through feedback and consultation, and in line with the strategic goals of the organisation
- To work with the Head of Projects & Communities to identify project related events gathering feedback from the community to help inform the events programme
- Liaise with the Head of Fundraising regarding funding proposals to facilitate ongoing delivery of support services
- Liaise with the fundraising team to ensure that the support team is providing information required to develop compelling proposals and community feedback to a range of supporter audiences
- Access and participate in, as appropriate, research and other developmental activity relevant to improving work standards, team expertise and profile of the Society.
- Participate in and support MPS Society events and conferences, leading on the MPS Society's childcare programmes and volunteer training.

Senior Leadership:

- As the safeguarding lead for the organisation, take responsibility for promoting and safeguarding the welfare of people who come into contact with the service, ensuring this ethos and practice is embedded throughout the team. Ensure that safeguarding procedures are fully implemented to a high standard.
- Be aware of legislation relating to the support service.
- Develop and maintain company policies and procedures in line with your area of responsibilities for approval by other senior leadership members.
- Report on the work of the team for the Group Chief Executive and Trustees; support the Grants and Trusts team, Communications and other departments as required.
- Contribute to the Society's business plan ensuring that the needs of the Society's patient community are reflected appropriately.

Continuous professional development

- Maintain a high level of professional conduct, ensuring clear professional boundaries when representing the Society.
- Maintain professional development through training to meet the changing demands of the role and services provided.
- Maintain professional registrations with relevant bodies.
- Work flexibly and respond positively to changing business and user needs and carry out any other duties within the scope of the nature and grade of the post.

General areas of responsibility:

- Participate in appropriate team and organisational meetings.
- Engage in regular one-to-one meetings and an annual performance review with line manager.
- Represent the MPS Society and its community by attending and participating in UK and international conferences and events. This will require some travel and out of hours working.
- Participate in and support the delivery of MPS conferences and events as appropriate.
- Assist with any other reasonable duties as requested by your line manager.

Changes to key responsibilities

- If for any reason it is necessary to make changes to the key responsibilities this will be discussed in advance between the post holder and the supervising line manager.

Essential requirements:

- Eligibility to work in the UK.
- This is an essential car user post. The applicant must hold a current UK driver's licence, with no more than 6 points and be able and willing to drive UK wide as required.
- **Disclosure & Barring Check (DBS)**
The MPS Society is a charity that provides a range of care, support and activities for children and adults at risk throughout the UK. This is provided through our dedicated support and advocacy service, telephone helpline and out of hours' support, clinical research, online activities and forums, annual events, patient expert meetings, focus groups and conferences. MPS staff, trustees and volunteers may be asked to be involved in the delivery of its regulated services and activities.

This post is exempt under the Rehabilitation of Offenders Act 1974. Due to the sensitive nature of the duties undertaking, the post holder will be expected to undertake a DBS check as part of the recruitment process.

Further information:

Location and working hours:

This post is primarily based in our Amersham office, however the MPS Society recognises the importance of flexible working and support our staff to achieve a good work-life balance.

You may be required to travel UK wide and internationally as part of this role. This may include early morning and/or evening working, overnight stays or weekend working. We have policies in place to ensure that any unsociable hours worked are fairly compensated.

The Support Team operates an out of hours advice service 5pm to 10pm weekdays and 9am to 5pm weekends, bank holidays and at times of office closure. This service is managed by the Head of Support.

Salary will be agreed according to experience and pro-rata for part time hours.

Person specification:

- Eligibility to work in the UK
- GCSE grade 5+ (A-C) or equivalent in English and Maths.
- Significant experience of working with individuals with disabilities in a direct support role within health and social care, education or related field including a knowledge of relevant assessment processes.
- knowledge of the needs of individuals with disabilities and their families; and an awareness of Equality, Diversity, and Inclusion.
- Experience of staff management covering recruitment, induction, performance management, appraisals, learning and development.
- Exceptional verbal and written communication with professional interpersonal skills.
- Experience of managing relationships with third parties and/or partner organisations.
- Experience of working across teams to provide a high-quality service.
- Excellent IT skills (Microsoft Office) to produce clear reports, correspondences, and presentations.
- Good organisational, time management and prioritisation skills with a strong attention to detail.
- Ability to work flexibly to meet the demands of the role, managing own workload and work using own initiative.
- A team player who will motivate, inspire and is prepared to work at ground level.
- Tact, discretion, and respect for confidentiality.
- Self-motivated with a positive and flexible attitude.
- Experience of managing and monitoring budgets.
- A caring, compassionate, empathetic, and supportive nature, with a genuine interest in supporting others.
- Ability to evaluate and reflect on own professional practice and identify when training is needed.
- Confidence and ability to act in a representational role for the organisation.
- Strong networking and diplomacy skills.
- Ability to work closely with trustees.
- A current UK driver's licence, with no more than 6 points and willingness to travel UK wide as required
- Passionate and MPS Society's mission and aims.

Service development experience would be advantageous.

Whilst a relevant qualification within health & social care, education or a related field is desirable, other knowledge and work experiences are equally as valuable in this role. You may have experience working with and supporting individuals and families affected by life limiting conditions; the welfare benefits system; multi-agency working; an awareness of health provisions to promote access to appropriate clinical management and support; or knowledge of palliative care and end of life.

To apply:

Applications should be made to HR@mpsociety.org.uk Please provide your CV and a covering statement explaining how your previous roles and experiences make you the candidate we are looking for.

Closing Date: whilst we have an initial closing date of 22 August, we reserve the right to close this vacancy early if we receive enough suitable applications to take forward to interview and assessment.