

# Association Visitor Coordinator

*Also known as ‘AV Coordinator’*

## Role Profile

An Association Visitor Coordinator engages directly with Association Visitors (‘AVs’) by providing them with direct and ongoing support to fulfil their roles. The AV Coordinator will work with both MND Association staff and local volunteers.

### Tasks and activities

- Connect and collaborate with staff and volunteers to build a team of AVs in their local area
- Coordinate referrals and match up AVs with people living with and affected by MND locally
- Provide direct and ongoing support to AVs in their Branch or Group - this may include facilitating or supervising meetings, signposting to resources and training and helping solve problems with the support of MND Association staff and other volunteers
- Adhere to the MND Association’s policies and procedures, including Safeguarding
- This role may require attending meetings and events. Expenses are covered per our policies.
- Time commitment is flexible and variable depending on a number of factors including personal capacity and local need.

This role is recruited through our Safer Recruitment process, which means that it includes an interview, two references, and a review process. A DBS/ Access NI check *may* be required as appropriate.

Successful applicants will complete a structured induction and sign off process, involving completion of a training pathway specific to the role.

Volunteers receive ongoing local support from their allocated Community Support Coordinator (‘CSC’).

### About our AV Coordinators

Across the MND Association, everything we do is underpinned by our Values.

We are **One Strong Team**

- We develop and maintain positive and supportive relationships and ask for help when needed
- We use great communication skills to link with volunteers, staff and people affected by MND
- We are leaders who champion our commitment to supporting people affected by MND

We **think Big**

- We are ready to enhance our understanding of AV/ volunteers’ needs
- We are highly organised and use our planning skills to support people affected by MND
- We use basic ICT skills to succeed - e.g. Zoom/MS Teams, email, Office 365

We are **Determined**

- We are prepared to learn about MND and its impact on people and their families
- We ensure that we take steps to ensure our own and others’ safety
- We understand the need for consent, confidentiality and the importance of data protection

We make **Every Day Count**

- We champion the [Vision and Purpose](#) of the MND Association
- We ensure AVs can access the support and information needed in a timely manner
- We are always respectful and kind