



## **JOB DETAILS**

Job Title: **Centre Manager**  
Line Manager: Chairman (with accountability to the Management Committee)

## **BACKGROUND**

The Multiple Sclerosis Therapy Centre Lothian is one of approximately 60 centres in the UK providing Hyperbaric Oxygen, Physiotherapy and other therapies to people with MS. Set up 25 years ago, it is now an independent charity run by and for the membership, which consists of people with MS and their families, friends and other interested parties. The Centre has a strong history of volunteer involvement and relies on members and volunteers as well as staff to ensure the provision of services. Further information is available on our website: [www.mstc-lothian.com](http://www.mstc-lothian.com).

However, recent developments have led to an expansion of staffing cover at the Centre. The former single 'Administrator' role has been split into two: the Centre Manager, with the responsibilities outlined below, and the new post of Business and Funding Manager which is responsible for looking after the business, development planning, fundraising and promotional activity.

## **JOB PURPOSE**

To oversee the provision of various therapies and treatments to clients in the Centre in order to ensure that their needs are being met; to supervise the management of the Centre, in collaboration with Business and Funding Manager, to ensure it runs smoothly and efficiently at all times in compliance with relevant policies, regulations and procedures; and to contribute to the achievement of the Centre's objectives.

## **KEY TASKS**

### **Centre**

1. To develop and implement appropriate processes and procedures in order to support the effective running of the Centre, ensuring safety at all times, with the support of the Business and Funding Manager.
2. To oversee all aspects of the building, equipment and contents, in collaboration with the Business and Funding Manager, to ensure they are properly maintained and safeguarded and that any defects are remedied.

### **Client Services**

3. As the Principal HBO Operator, to oversee the operation of the HBO Chamber in accordance with the Centre's rules and operating instructions, supervising staff and volunteers as appropriate.



4. To maintain/lead the culture of practical support and self-help within the Centre and promote the physical and mental well being of clients, ensuring respect and support for all those attending the Centre.
5. To provide physical support and assistance to clients with mobility or other difficulties, where necessary, in order that they can access the Centre and the HBO chamber.
6. To regularly review and assess progress with clients, collaborating with the Centre's medical advisor, physiotherapists, and other therapists as appropriate, and provide relevant advice in order to ensure clients continue to gain maximum benefit from the services provided by the Centre.
7. To take appropriate steps to develop knowledge of MS and the type of services that are required by and available to an MS sufferer, and how the treatments available in the Centre can benefit clients in order to provide a better service to members.
8. To support the Business and Funding Manager by proposing and helping to research and implement new client-centred initiatives, and to liaise with other therapy centres to share best practice or obtain advice/guidance as required in order to improve the Centre's services.

#### **Records**

9. To establish and oversee the maintenance of appropriate records and information systems in order to support the Centre's activities while maintaining full confidentiality.

#### **Staff and Volunteers**

10. To recruit, train and supervise volunteers to work in the Centre, arranging rotas to ensure appropriate cover is provided at all times for the effective operation of the Centre.
11. To recruit, motivate and manage all staff within the Centre, in collaboration with the Business and Funding Manager. To ensure appropriate professional supervision arrangements where necessary and arrange staff cover/rotas in order to ensure the Centre is resourced to deliver its services at all times.

#### **Reporting**

12. To attend and participate in meetings of the Management Committee, submitting monitoring reports on the operation of the Centre.
13. To carry out such other duties as may reasonably be directed by the Chairman and/or the Management Committee in order to support the achievement of the Centre's objectives and in support of the Business and Funding Manager, including participation in occasional fundraising and promotional events, and assisting with handling of monies

### **RESPONSIBILITIES**

#### **Staff:**

- Responsible for all aspects of management of all assistant staff and volunteers, including support, training and development, with regular reviews in conjunction with Business and Funding Manager where appropriate.

Multiple Sclerosis Therapy Centre Lothian Ltd is a company limited by guarantee.  
Scottish Charity No. SC 014991 (Scotland). Registered office: Unit 40C Swanfield, Edinburgh EH6 5RX



- Line management of physiotherapists to provide support and ensure that they maintain their professional development and have adequate resources to provide a physiotherapy service.

**Financial:**

- Responsibility for undertaking and overseeing daily financial transactions including issuing of receipts and management of petty cash.

**Information Systems:**

- Responsible for maintaining confidential records including clients' attendance records, assessment details and personal information, and the Assets Register and Property Book (which records lending of equipment).

**Reporting:**

- Client attendance and therapy activity.
- The status of existing equipment and any new or replacement equipment required for the Centre.
- Client concerns.
- Any other relevant matters.

**Client care:**

- Responsible for ensuring clients are safe at all times in the Centre and for ensuring a positive customer service.
- Overall responsibility for chamber operation as Principle Chamber Operator and for provision of all therapies in the Centre.

**Personal Development:**

- The post holder will be expected to develop knowledge of MS adequate to assisting clients in maximising the potential benefits available in the Centre. Resources for this are available in the Centre.
- The post holder will be fully trained as an HBO Operator and Trainer.
- The post holder will be responsible for continuously updating their knowledge in these areas to stay abreast of developments and thereby assist in improving the service available.

**DIMENSIONS OF THE CENTRE**

Number of members:	186
Number of users of HBO Chamber:	164
Number of HBO sessions per week:	31
Number of staff managed:	4
Number of volunteers:	40
Annual revenue of Centre:	£120,000

**ASSIGNMENT AND REVIEW OF WORK**

Work priorities will be agreed with the Chairman and Directors at bi-monthly meetings. The post holder will be responsible for adjusting priorities and plans on an ongoing basis, and will be required to use his/her initiative and work in collaboration with the Business and Funding Manager to resolve problems in relation to the operation of the Centre.



Assistance in carrying out Key Tasks is provided to both the Centre Manager and Business and Funding Manager by the Assistant Administrator(s) and volunteers. The Managers will consult and agree on how the Assistant(s) will prioritise tasks when necessary.

The Chairman will review work regularly. Performance reviews and development processes will be carried out on an annual basis, with at least one formal mid-year review.

### **COMMUNICATIONS AND WORKING RELATIONSHIPS**

The post holder will be required to communicate verbally and in writing with a number of individuals and agencies.

Internally these will include the Chairman, Treasurer and other Committee members; members of the Centre and their carers; and other staff and volunteers. In communicating with clients, patience may be required where there are speech or language difficulties, as well as other barriers to communication.

Communication will also be necessary with external agencies including MS Therapy Centres (Scotland) and other therapy centres; the NHS; other medical/clinical professions; transport providers; and other service providers to the Centre. This may be on behalf of existing clients of the Centre or to support the Business and Funding Manager in developing closer links with these organisations.

### **WORKING CONDITIONS AND ENVIRONMENT**

Health and safety is a key consideration in the operation of the Chamber and the Centre. The work of the post holder must at all times be carried out in strict adherence to:

- The Centre's policies and procedures.
- The standards and practices laid down by the Association of Multiple Sclerosis Therapy Centres (Scotland) and the relevant professional bodies for safe operation
- The provisions of the Health and Safety at Work Act 1974.

Although some aspects of the post will be carried out within a standard office environment, much of the day-to-day activity will be carried out within the main areas of the Centre.

### **EFFORT**

**Physical effort:** This is required in helping clients to access the Centre/Chamber and may involve pushing wheelchairs, holding personal belongings, fetching items required etc.

**Mental effort:** Concentration is required when operating the Chamber, as during an oxygen session constant vigilance is required. Mental effort is also required when dealing with financial transactions, writing reports, attending meetings etc. The latter may be over a significant time period (eg whole day events)



**Emotional effort:** In some cases clients may be distressed or be unwell (or become so) which will require empathy and sensitivity. Active listening skills are essential.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Essential**

- Demonstrable track record in the provision of support to clients as outlined above.
- Demonstrably strong inter-personal skills and effectiveness including:
  - Ability to be confidential & diplomatic at all times
  - Ability to adapt communication style as appropriate
  - A sincere interest in others, treating all people with respect, courtesy, sensitivity and consideration
  - Ability to listen to and empathise with others
- Ability to motivate, with experience of managing staff and volunteers demonstrated through relevant experience and/or qualifications.
- Good organisation and planning skills.
- Ability to use initiative and act without waiting for direction where appropriate, while seeking guidance when required.

### **Desirable**

- Administrative experience.
- IT literate (Microsoft Outlook, Access, Excel and Word, and Internet).
- A reasonable standard of physical fitness, due to the need to provide assistance to disabled clients.
- An understanding of MS.
- Training in Manual Handling, First Aid and Health and Safety Awareness.