

Position Description	
Position Title:	Member Support Officer (MSO)
Reports to:	Member Services Manager (MSM)
Location:	State Office, Springwood ¹
About the position:	<p>The Member Services Team is the primary point of contact ensuring all member needs are met, that stakeholders are linked in to the appropriate areas of our organisation and the public is connected to Parkinson's Queensland Inc. (PQI)</p> <p>The team currently consist of the following:</p> <ul style="list-style-type: none"> • Member Services Manager (MSM) (Full-time), • Member Support Officer (MSO) (Full-time), and • Member Administration Officer (Part-time) <p>As the MSO you will support the MSM to the management and execution of PQI's membership activities to acquire new members and to retain current members embracing all aspects of our business relating to memberships, support groups and volunteers</p>
Organisational Structure	CEO; Business Services Manager, Member Services Manager; Member Support Officer; Member Admin Officer; Management Committee; Volunteers and other stakeholders.
About Us:	<p>Parkinson's Queensland Inc. (PQI) is the peak association for people living with Parkinson's in Queensland. It is a not for profit, community based organisation established in 1985.</p> <p>PQI's activities are managed by the Chief Executive Officer who is accountable to the President of the Management Committee of elected Members of Parkinson's Queensland Inc.</p> <p>PQI provides research, information, awareness and support to people living with Parkinson's disease in Queensland. Our resources, such as our Information Line and our network of 34 Support Groups throughout Queensland have helped many individuals, their families and carers better manage living with Parkinson's disease.</p> <p>PQI also plays an advocacy role on behalf of the Parkinson's community and strives every day to increase community awareness about the disease through educational sessions and promotional events.</p> <p>At a national level, PQI's affiliation with Parkinson's Australia provides strong links with other State's Parkinson's organisations and those internationally.</p>
About Parkinson's Disease:	<p>Parkinson's Disease (PD) is the second most common neurological degenerative condition after Alzheimer's Disease and, at present, the cause is not known and there is no cure. PD affects individuals of all ages, both male and female. It is an individualised disease with unique symptoms to each person. It is estimated there are in excess of 18,500 people in Queensland affected by Parkinson's disease. PQI provides support to people affected by related movement disorders.</p>

¹ Parkinson's Queensland will be considering a relocation of its current offices within the next 12 months.

Key Areas of Responsibility and Performance

Member Services	<p>As MSO you will support the MSM in the end to end activities to acquire, engage, and retain members, build support groups and recruit, train and retain volunteers.</p> <ul style="list-style-type: none"> • Ensure high quality records management and customer service for existing and future members; • Support the implementation of a membership strategy facilitating the development and growth of the Support Group network of the organisation; • Respond promptly to enquiries concerning membership, volunteers and support groups; • Ensure a high quality experience for members and prospective members through oversight and delivery of streamlined membership administration processes and procedures; • Convey the value of membership to increase membership growth, retention and reactivation along with the usage of PQI services and programs; • Prepare membership recruitment materials, letters, brochures and other promotional materials; • Serve as liaison for membership recognition lists and publications including: annual report, newsletters, website and social networks;
Database Management:	<ul style="list-style-type: none"> • Maintain data integrity, ensuring all members, support groups, volunteers and all stakeholders is up to date and accurate at all times; • Data entry of all memberships applications and renewals • Provide reports on all membership activities to MSM and CEO as required. • Provide recommendations to improve data processes, data quality and integrity, reporting and system functionality
Administration:	<ul style="list-style-type: none"> • Work with the MSM and fellow team members, Support Group Coordinators and Management Committee to ensure PQI is able to operate with the best of staff and membership practices; • Manage record keeping, storage, backups including both hard copy and electronic copies; • Undertake archiving as necessary; • Other administration tasks as required.
Other Duties:	<ul style="list-style-type: none"> • Participate as a member of the overall PQI team in the preparation, evaluation, organisational strategic and financial planning; • Act in accordance with any policies, procedures and program guidelines • Participate enthusiastically in all PQI awareness, fundraising and promotional events as a team member; • Other duties as required from time to time.

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Skills and Experience:	
Essential	<ul style="list-style-type: none"> • Highly motivated with a genuine interest in membership development and stakeholder engagement. • Competent in the use of Microsoft Office suite and the use of CRM for effective data and document management; • Ability to work with a range of stakeholders including clients, families, service providers and government agencies; • Strong administration skills- excellent written and verbal communication, literacy and numeracy skills; • Accurate data entry skills, with high attention to detail; • Strong organisational and time management skills with the ability to multi-task and deliver on a variety of projects concurrently; • Demonstrated commitment to teamwork, initiative, flexibility and reliability in a busy work environment; • Ability to work independently and as part of a small team; • Ability to establish and maintain strong relationships, both externally with members, donors and other stakeholders, and internally with all members of the PQI team;
Other attributes	<ul style="list-style-type: none"> • Understanding of the issues and the ability to communicate sensitively with people living with a disability, including those from diverse communities and backgrounds; • Previous experience working within Membership or fundraising not for profit organisations will be advantageous. • Tertiary qualifications will be well regarded; • Current, Open, Queensland Driver's licence.
Terms of Employment	
Hours of Work:	<ul style="list-style-type: none"> • Contract term: <ul style="list-style-type: none"> ○ Initially, this will be a three (3) year appointment; • 38 hours a week – office hours 8.30am – 5.00pm Monday to Friday • Some out of hours or weekend work may be required at times; • Possible occasional travel within Queensland which may involve some overnight; • Remuneration: Base salary + superannuation; <ul style="list-style-type: none"> ○ Salary Sacrifice may be made available; • Probation: Three (3) months;
Pre-employment:	<p>The successful applicant will be required to undergo appropriate pre-employment checks including;</p> <ul style="list-style-type: none"> • Evidence of qualifications; • 3 professional employment referees; (1 immediate current/previous) • A national police record check at PQI expense
Review Date	14 August 2019
Prepared:	R Mayer Member Services Manager Parkinson's Queensland Inc.

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