

## **Patient Support Officer**

The Mito Foundation is seeking a highly organised, passionate and empathetic all-rounder to join our small and dynamic team to support all aspects of [patient services and programmes](#).

*Help shape the future of our burgeoning charity making a real difference!*

The Patient Support Officer role is a hands-on, busy and diverse position. This fast paced role will see the successful applicant continuing to grow the Mito Foundation's patient service capabilities alongside the Mito Foundation's passionate and dedicated staff and volunteers.

Responsibilities include:

- Maintaining and expanding the peer-support program Mito Connect including:
  - Running the patient Support Network
  - Organising support teleconferences
  - Organising and supporting support groups
  - Moderating Mito Foundation's patient support forum on Facebook
- Speaking with patients and carers, offering information, support and guidance
- Organising Mito Information Days for patients and their families
- Assisting Mito Foundation's medical community education initiatives
- Assisting the coordination of Mito Foundation's research funding programme
- Assisting Mito Foundation's role in policy and advocacy initiatives
- Assisting the development of patient resources

Working in a small team in a diverse role with massive potential, the successful candidate must have:

- two or more years relevant experience in a similar industry or role (health promotion charity preferred) and/or outstanding tertiary qualifications
- the passion to get behind our great cause and make a difference
- knowledge of the health system in Australia
- the ability to support and inform patients and their families
- outstanding organisational skills
- exemplary written and verbal communication skills
- the ability to work both independently and cohesively as part of a small and passionate team
- advanced proficiency in Microsoft Word, Excel and PowerPoint
- a flexible and friendly nature

The following would be advantageous:

- a knowledge of genetics
- a knowledge of all levels of Australia government systems
- a knowledge of Australian medical education systems
- previous experience with Salesforce
- a connection with mitochondrial disease

## **About Mito Foundation**

Based in Surry Hills, the Mito Foundation offers flexible and family friendly working arrangements with attractive salary packing options leveraging Mito Foundation's FBT exemption status to maximise your take home pay. This position can be full time or part time for the right candidate.

Mito Foundation's vision is to be the pre-eminent source of energy and hope for the mito community. Mito Foundation's mission is to support the mito community whilst seeking a cure.

Mitochondrial disease is a potentially fatal genetic disorder that robs the body's cells of the energy they need to thrive. Only recently identified and originally thought to be a rare disorder (affecting 1 in 20,000 people), it is now known that 1 in 5,000 live births will result in a life threatening form of mitochondrial disease. Furthermore, 1 in 200 people carry genetic mutations that put them at risk of developing milder forms of the disease or unknowingly passing the disease on to their children.

## **How to Apply**

Please send a cover letter addressing the above criteria and a copy of your resume to Rebecca Davis (Rebecca.davis@mito.org.au), Mito Foundation Services Team Leader. Feel free to call Rebecca on (02) 8033 4113 with any questions before applying.