

The Mito Foundation is seeking a highly empathetic, organised, and passionate all-rounder to join our growing, dynamic team to support all aspects of patient services and programmes for the mitochondrial disease (mito) community. This is a 12-month fixed term position, with flexibility to be part-time or full-time.

*Play a vital role in a progressive charity that is making a real and measurable difference!*

The Support Services Officer role is a hands-on, diverse and impactful position. This dynamic role will see the successful applicant continuing to grow the Mito Foundation's support service capabilities, alongside the Mito Foundation's passionate and dedicated team, with the aim of empowering people impacted by mito to have the best possible health outcomes. In this crucial front-line position, the successful applicant will yield great satisfaction from making a direct and meaningful impact on individuals, families and carers.

Responsibilities include:

- Speaking with people impacted by mito offering information, support and guidance through our patient Helpline
- Maintaining and expanding the Mito Connect support program including:
  - Organising Mito Information Days for patients and their families
  - Organising and facilitating support webinars
  - Assisting community support groups
  - Moderating Mito Foundation's patient support forum on Facebook
- Assisting the development of patient resources
- Assisting Mito Foundation's medical community education initiatives
- Assisting Mito Foundation's role in research, policy and advocacy initiatives

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
- the ability to support and inform patients and their families
- exemplary written and verbal communication skills
- outstanding organisational skills
- the ability to work both independently and cohesively as part of a small and passionate team
- proficiency in Microsoft Word, Excel and PowerPoint

The following would be advantageous:

- a knowledge of genetics
- a knowledge of the health system in Australia
- 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.

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. 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. With no cures and few effective treatments, there is a need to empower patients and their families to make educated health decisions and navigate a challenging and uncertain journey ahead.

Mito Foundation's flagship fundraising activity is [The Bloody Long Walk](#) national series which has allowed the foundation to continue to expand its program offerings for Australians impacted by mito while funding essential research into prevention, diagnosis, treatments and cures.

Mito Foundation has been working closely with the Australian government towards legislative change to allow the introduction of mitochondrial donation, an IVF technique, into Australian clinical practice. The recent introduction of the ***Mitochondrial Donation Law Reform (Maeve's Law) Bill 2021*** into the Parliament ahead of the upcoming parliamentary conscience vote is a momentous step towards creating a better future for the Australian mito community.

### **How to Apply**

Please send a cover letter addressing the above criteria and a copy of your resume to Toni Catton, General Manager at [toni.catton@mito.org.au](mailto:toni.catton@mito.org.au) or feel free to call Toni on 1300 977 180 (option 2) with any questions before applying.