



# Employment Support Consultant

## Consumer Directed Care

### Role Purpose

The Employment Support Consultant (ESC) is to support participants diagnosed with Multiple Sclerosis to achieve their goals in maintaining or obtaining their chosen employment in the open labour market.

The ESC is responsible for the provision of high-quality disability employment services to clients with Multiple Sclerosis in accordance with the Disability Employment Service Deed and Multiple Sclerosis Limited, Policies and Procedures.

- Providing tailored individual support to a person(s) diagnosed with Multiple Sclerosis and may also provide advice to employers and a range of stakeholders.
- Managing a caseload
- Contractual administration
- Programme and participant promotion

### Organisation

Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

### Our Aspiration

*The home of comprehensive support for neurological conditions*

### Our Purpose

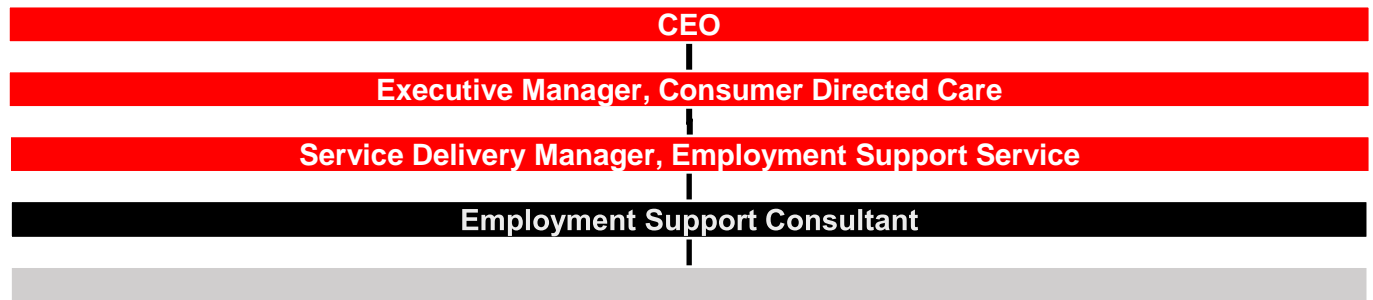
*Together on the journey to break down barriers, achieve goals and live well*

### Our Values

- |                    |  |
|--------------------|--|
| <b>Empowerment</b> | We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.   |
| <b>Community</b>   | We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives. |
| <b>Expertise</b>   | We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.   |
| <b>Creativity</b>  | We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.  |
| <b>Spirited</b>    | We encourage initiative and look for ways to continuously improve. We show resilience in the face of setbacks, overcome obstacles, and learn from experience.  |

## Position

Operating Budget \$	N/A
Position FTE (Full time/ Part time)	1.0 Fulltime
Location/s	Vic/Tas, NSW/ACT metro office locations



## Key Responsibilities of this role

### Strategic / Organisational Leadership Responsibilities

- Actively support MS' purpose, values, service promise and strategic vision
- Operate in line with MS' policies, procedure, and practices
- Promote and work within MS' customer service delivery principles.
- Positively and constructively represent the organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour always
- Actively demonstrate and embed into everyday work, the MS Service Promise & Foundation Behaviours
- Ensure the health, safety and welfare of self, co-workers, and others
- Follow all reasonable directions given by the organisation
- Support, promote and show sensitivity to diversity in the workplace.

### Operational Leadership / Administrative Responsibilities

- Facilitate and /or conduct assessments to establish participant's status and needs and identify any vocational barriers and non-vocational barriers jeopardising current employment or preventing the individual from finding new employment
- Coordinate case load of participants
- Coordinate and provide appropriate assistance to clients and employers
- Coordinate and Implement workplace modifications
- Work closely with Employment Support Officers to facilitate services, treatment, and sourcing, prescribing and purchasing of equipment
- Apply for and coordinate funding for individual services and workplace modifications
- Keep all relevant stakeholders informed of the participant's progress and any changes
- Provide assistance to participants and employers as required when job seekers are placed in new employment and monitor progress
- Refer clients to other MSL services or external providers as appropriate
- Write reports summarising the outcome of vocational and workplace assessments, providing recommendations to address vocational barriers
- Complete job plans for all participants and regularly monitor and review plans
- Complete all mandatory documentation

- Ensure all client files and progress notes are kept up to date in accordance with the DES Disability Employment Services Agreement
- Participate in organisational quality processes and lean programs

### **People Leadership and Relationship Management**

- Develop and actively maintain effective and mutually beneficial relationships, including relationships with staff, health professionals and community service providers, to support the work of MSL, facilitate client access to service provision and enhance the organisation's relationship with the community.
- Build and maintain effective relationships with participants and their carers
- Establish close working relationship and communicate regularly with Employment Support Officer(s) Development Consultant(s)
- Work as a collaborative and supportive team member
- Share information and ideas with the team and other MSL teams, and administrative staff in relation to service delivery
- Maintain strong communication ties between stakeholders to ensure all parties are fully informed about operational activities.

### **Key Contacts**

#### External:

- Participants supported by the programme
- Employers
- Participants support network i.e., family, medical, allied health, service providers

#### Internal:

- Support programs NDIS, Allied Health
- Client Engagement Wellbeing
- People & Culture
- IT support

## Competencies needed for success in this role

### Teamwork

You are able to communicate ideas and see the bigger picture of how your work will be used by others in the organisation.

### Responsibility

You are good at taking responsibility are comfortable making decisions and taking ownership of your work.

### Decision making

You can make the best possible decisions in the shortest amount of time, by gathering information, seeking opinions, analysing all possibilities, and coming up with an effective solution.

### Communication

You can convey information in a way that is confident, professional, and easy for others to understand, whatever their level.

### Results orientated

You are focused on your goals and understand the steps needed to achieve them. You will also have the motivation to see projects through to fruition and motivate others to do the same.

### Problem solving

You can stay calm under pressure, research possible causes, identify trends and choose the most relevant solution.

### Organisational skills

You will be looking at how you achieve results by prioritising workload, effective time management, showing efficiency with resources available and monitoring progress.

## Knowledge, Experience and Personal Attributes needed for success in this role

### Qualifications

- Essential**
- Tertiary qualifications in Allied Health - Occupational Therapy or Physiotherapy or related discipline
  - Registration with an appropriate registration body e.g., AHPRA

### Knowledge and Experience

- Essential**
- Demonstrable understanding of and commitment to working with people who have a disability
  - Proven ability to maintain and coordinate client case load
  - Ability to work autonomously and as part of a team

- 
- Preferred**
- Knowledge of employment barriers that individuals with a disability face when trying to maintain or look for employment
  - Current driver license

### Personal Attributes

- Honest
- Sense of humor
- Dependability and strong work ethic
- Adaptability
- Caring

### Other

### Employment Screening

Appointments within MSL are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

#### **Employees must provide:**

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

#### **Required Screening Checks**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> <b>Police Check</b> | <input type="checkbox"/> <b>NDISWC</b>          |
| <input type="checkbox"/> <b>WWVP (ACT/TAS)</b>          | <input checked="" type="checkbox"/> <b>WWCC</b> |