

Position Description

Position	Integrated Care Project Lead
Reporting to	Senior Manager Community & Partnerships (Community Connections Team)
Division	Community Engagement and Wellbeing
FTE	Full Time (12 months)
Location	NSW

Organisation

MS Plus, 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 ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

Role Purpose

The *Integrated Care Project Lead* role sits in the Community Connections team and within the Community Engagement and Wellbeing program. The Community Connections team is responsible for developing and monitoring services partnerships and community programs including Peer Support, Community Visitors Scheme, Volunteering and engagement programming. The team sits alongside the Intake and Engagement Services team which includes the MS Plus Nurse Advisors and Social Work, MS Connect and health promotion / education.

These programs all facilitate client engagement with MS Plus and are a conduit to other MS Plus services such as social support, employment services, NDIS and allied health.

This role will lead the scoping, design and evaluation of a NSW government funded MS service integration project.

This project seeks to better understand integrated care best practice for people with MS, considering a multidimensional wellbeing and person-centred approach that includes physical, psychosocial and environmental wellbeing.

This work is underpinned by the MS Plus Services Partnership Framework which guides the approach to establishing and fostering partnerships between MS Plus and primary, community and acute health care sectors. Services partnerships refer to formal agreements with hospitals, community health services, allied health, specialist agencies and other organisations as relevant.

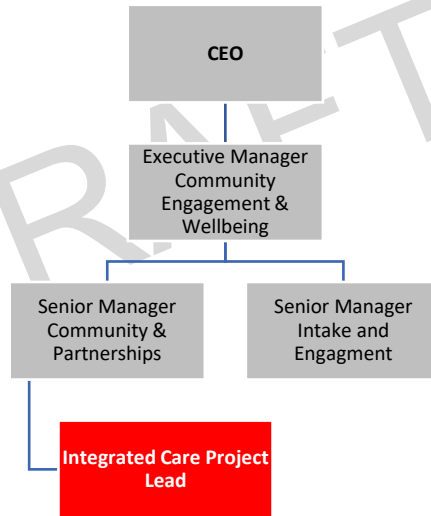
The Project:

- Taking a collaborative and co-design approach, the project will result in a person-centered framework to guide integration between health care sectors and community approaches for MS service partnerships.
- Stakeholders may include – public and private neurologists, MS Clinic nurses, community health, social services and allied health professionals, specialist agencies, community members, community groups and people living with MS.

- The project will involve undertaking a review of the international, national and local evidence-base. Developing a sound understanding of similar existing integrated care processes, community and clinical co-design methods and developing relationships with NSW Health MS clinics.
- Deeply understanding the NSW Health MS Clinic patient journeys and identifying opportunities and barriers for clients accessing community or clinical services.
- Understanding the nuanced patient experiences, opportunities and barriers, at other MS Clinics, with a view to how a model of integrated care can be tailored and/or formulaic.
- Utilising the global MS Brain Health standards, the project will consider the optimal pathways to addressing gaps and barriers to access to services and to living brain healthy lifestyles that are associated with improved outcomes for people living with MS.
- Seek to explore the impact of social determinants of health for people living with MS, the value of integrated health and disability services to effect change and the opportunities to embed structural change in the delivery of optimised care.

This is a 12 month fixed term role that will lead the end-to-end project management of the project.

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic Leadership	Demonstrate strategic thinking and provide expertise towards the effective end to end management of the project. This is demonstrated through:

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	<ul style="list-style-type: none"> • Detailed project plans and timelines are developed and adhered to. • Ability to work autonomously whilst achieving milestones. • Ability to communicate new concepts and strategies with the workforce. • Innovative thinking and solution-based problem solving. • Ability to think laterally and adjust to evolving situations. <p>Project activities are developed and are in line with the strategic direction and a focus on achieving project outcomes.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Development of achievable and time sensitive project plans. • Recording of internal and external communications, evaluation processes and tools and project support documentation. • Identifying and understanding environmental factors that will impact success. • High level relationship management strategies.
Key focus area	Success factors
Operational Leadership	<p>Advocates and promotes MS Plus services, ensuring MS Plus business outcomes are considered as part of the project outcomes.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Positively and constructively representing the organisation to external contacts. • Referrals to MS Plus business units are clearly understood. <p>The Community Connections program aims to be innovative, progressive, and agile whilst achieving strategic goals responsibly. To aid this, the role will commit to a culture of risk mitigation and continuous improvement.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Financial stewardship is demonstrated through adherence to budget parameters, a responsible approach to expenditure and accountability for budget management. Expenses are planned and reported. • Opportunities to increase workplace efficiencies are identified and practiced. • Proactive communication practices are evidenced. • New documentation and reporting templates or documents are developed to support the workforce in maintaining successful partnerships. • Respectful and timely consultation with other MS departments within their scope of work.

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Key focus area	Success factors
<p>Relationship Management</p>	<p>The incumbent will be responsible for establishing and developing relationships with external stakeholders. In particular, people with MS, relevant health care sector partnerships within NSW Health. Success of these partnerships is essential to achieving project success.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Stakeholders have a genuine commitment to project outcomes. • Partners feel valued, heard and their needs are understood. • Partners understand the goals and outcomes of the project and the opportunities for improving patient care. • Relationships and partnerships support MS Plus business objectives are proactively identified, sought, and nurtured. • Detailed knowledge of stakeholder needs and decision drivers and links are built to secure robust and trusted relationships. <p>Representing MS Plus in a professional way in every contact with internal and external stakeholders.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Supporting the distribution of professional communication and documents. • Internal staff are consulted on aspects as they relate to their scope of work. • External partnerships are fostered with accurate and timely communications. • Other Senior Managers are supported in processes as they relate to them. E.g. Marketing department or CEO Office.
Key focus area	Success factors
<p>Compliance and Professional Conduct</p>	<p>Ensuring client and partner information is treated with confidentiality and agreements remain commercial in confidence.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • All client details and records are treated with confidence and any breaches are urgently reported to the relevant Senior Manager. • Partnership conditions remain commercial in-confidence unless otherwise agreed. • Partner use of the MS Plus logo and brand is continuously monitored and adheres to the guidelines stipulated in that partnership. <p>Commitment to MS Plus values and strategic goals.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • Professionally representing MS Plus to external parties. • Demonstrates corporate values in everyday work. • MS Plus resources are used responsibly. • Working collaboratively and willing to support others when needed.

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Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Experience working in a medical or community health setting. • Experience working on end-to-end project management. • Tertiary qualifications in health or business.
Desirable	<ul style="list-style-type: none"> • Experience working specifically in health services partnerships. • Experience in co-design and understanding of IAP2 methodology.
Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Exceptional and demonstrable relationship management skills • Experience and understanding in an integrated care setting. • Strong written and verbal communication skills • Proven ability to work autonomously and be organised while dealing with multiple external and internal demands. • Ability to work autonomously with limited supervision. • Ability to meet specific and tight timelines.
Desirable	<ul style="list-style-type: none"> • Experience working in a not-for-profit environment. • Experience in change management and/or service integration. • Experience working with Multiple Sclerosis or other chronic condition. • Facilitation skills.
Key Competencies	
Key Focus Area	Demonstrated competency
Reflective Practice	Constructively and genuinely reflects on workplace performance and contributes constructively to the success of the team.
Consumer Outcomes	Develops practices that clearly demonstrate a client centred approach.
Time Management	Ability to self-manage workload, time and proactively express when needing support.

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Problem Solving	Ability to identify efficiencies and have the initiative to seek advice or alternative ways of doing things.
Program Development and Implementation	Effectively develop, manage and communicate a workplan to meet time and quality standards and clearly address program goals.
Achieving Results	Clearly understands roles and responsibilities, scope of work and expectations.
Contracts / Records Management	Monitors relevant documentation and process needs and reports identified gaps and possible solutions.
Quality, Risk, Safety, Legislative compliance	Proactively identifies and manages risk. Manages work practice to comply with relevant legislation and corporate guidelines.
Team Dynamics	Fosters collaborative practice and an environment of shared learning and teamwork.
Advocacy	Articulates clear and persuasive messages about key issues when advocating on behalf of MS Plus.
Written and Oral Communication	Provides high level written and verbal communication, with attention to detail and a clear understanding of brand use expectations.
Interpersonal skills	Demonstrates self-awareness, meaningful and appropriate communication practices and engaging and thoughtful assets and documents.
Networks and Stakeholders	Actively identifies opportunities to harness or engage known or new networks or stakeholders.
Partnerships and Collaboration	Represents MS Plus positively and professionally when engaging in all collaborative practice.
Knowledge of Community	Demonstrates knowledge of sector and opportunities to engage in new or innovative ways.
Personal Attributes	
Client Focused	<ul style="list-style-type: none"> • Prioritises needs of clients and stakeholders • Aims for best outcomes for clients and stakeholders • Is outcome focused

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	<ul style="list-style-type: none"> • Follows through with commitments
Collaborative	<ul style="list-style-type: none"> • Treats colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Creative and Innovative	<ul style="list-style-type: none"> • Finds ways to work more efficiently and effectively • Generates options and ideas for consumers' individual needs as well as for program design and continuous improvement • Is open to change and alternatives
Analytical	<ul style="list-style-type: none"> • Reviews evidence and opinions before making judgements and decisions • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Determined	<ul style="list-style-type: none"> • Researches options and sets a clear path • Deals with obstacles and impediments • Has clear goals • Curious

Employment Screening

Appointments within MS Plus 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, work may not be attended 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.

Required screening

<input checked="" type="checkbox"/>	Police Check	<input type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input checked="" type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
<input checked="" type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

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Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.

I have been made aware how to access MS Plus policies and procedures for future reference.

I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

Signed

Employee

Date

Signed

Manager

Date

DRAFT

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