

Position Description

Position	Employment Support Consultant
Reporting to	Service Delivery Manager, Employment Support Service
Division	Consumer Directed Care
FTE	Full time
Location	Lidcombe 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 the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

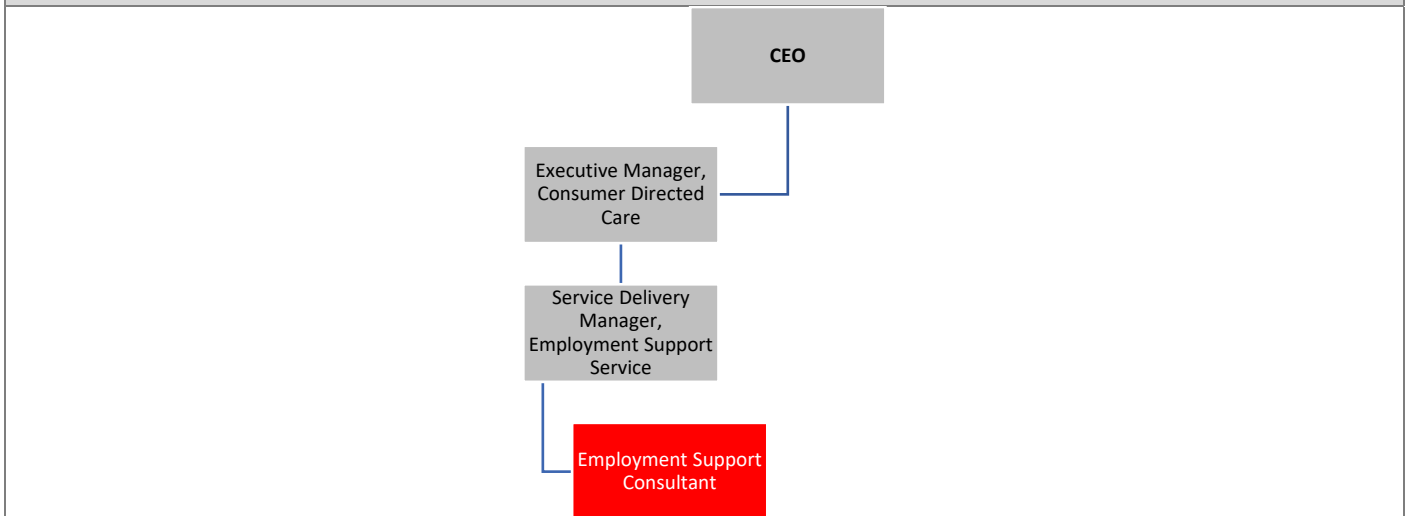
Role Purpose

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

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic / Operational Leadership Responsibilities	<ul style="list-style-type: none"> • Actively support MS' purpose, values, service promise and strategic vision • Operate in line with MS' policies, procedure, and practices

	<ul style="list-style-type: none"> 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.
Key focus area	Success factors
Operational Leadership / Administrative Responsibilities	<ul style="list-style-type: none"> 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 organizational quality processes and lean programs
Key focus area	Success factors
People Leadership/ Relationship Management	<ul style="list-style-type: none"> 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

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	<ul style="list-style-type: none"> • 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 focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> •
Key Contacts	<p>External:</p> <ul style="list-style-type: none"> • Participants supported by the programme • Employers • Participants support network i.e., family, medical, allied health, service providers <p>Internal:</p> <ul style="list-style-type: none"> • Support programs NDIS, Allied Health • Client Engagement Wellbeing • People & Culture • IT support

Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Tertiary qualifications in Allied Health - Occupational Therapy or Physiotherapy or related discipline • Registration with an appropriate registration body e.g., AHPRA
Desirable	
Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • 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
Desirable	<ul style="list-style-type: none"> • Knowledge of employment barriers that individuals with a disability face when trying to maintain or look for employment • Current driver license
Key Competencies	
Key Focus Area	Demonstrated competency
Financial Management	

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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.
Reflective Practice	
Consumer Outcomes	
Time Management	
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.
Program Development and Implementation	
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.
Contracts / Records Management	
Quality, Risk, Safety, Legislative compliance	•
Team Dynamics	
Advocacy	
Written and Oral Communication	You can convey information in a way that is confident, professional, and easy for others to understand, whatever their level.

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Interpersonal skills	
Networks and Stakeholders	
Partnerships and Collaboration	
Knowledge of Community	

Personal Attributes

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

Client Focused	
Collaborative	
Creative and Innovative	
Analytical	
Determined	

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 checked="" type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input checked="" type="checkbox"/>	WWCC

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<input checked="" type="checkbox"/>	Right to work in Australia	<input type="checkbox"/>	NDISWC
<input checked="" type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

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*

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