Position Description

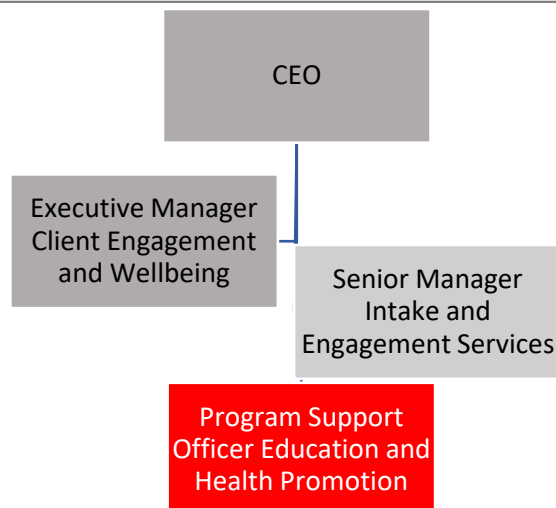| Position	**Program Support Officer Education and Health Promotion**
Reporting to	Senior Manager Intake and Engagement Services
Division	Client Engagement and Wellbeing
FTE	0.9
Location	Blackburn

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

This role will support the MS Plus Health Promotion and Education program providing individuals living with multiple sclerosis and, families, carers, community service providers and health professional information regarding multiple sclerosis, wellbeing and management of symptoms and other relevant topics.

This role will effectively and efficiently support in the coordination and facilitation of the MS Plus Education and Wellbeing programs and associated activities, including but not limited to providing administration and business support for the all ongoing educational activities, relevant educational and wellbeing initiatives and campaigns, and programs that support clients wellbeing.

Team structure

CEO

Executive Manager Client Engagement and Wellbeing

Senior Manager Intake and Engagement Services

Program Support Officer Education and Health Promotion

Key Responsibilities

Key focus area	Success factors
Operational Leadership	• Provide business support to the Senior Manager Intake and Engagement Services and Health Promotion and Wellbeing Coordinator.

	• Coordinate relevant internal and external providers and consultants to support the delivery of all ongoing educational activities, relevant educational and wellbeing initiatives and campaigns, and programs that support client's wellbeing learning • Coordinate all ongoing educational activities, relevant educational and wellbeing initiatives and campaigns, and programs that support client's wellbeing that use various digital platforms to provide a personalised approach to enable clients to learn and take better control of their own health. • Provide administrative support for the Financial Assistance program, accepting and reviewing applications and liaising with accounts team. • Collate meaningful data and analytics to measure client engagement and the impact of the programs. • Support the development of partnerships and programs to improve the community's understanding of MS and broader neurological conditions. Ensure all initiatives within the programs, workshops and events align to MS Plus' purpose and values, to empower people to overcome barriers through building knowledge and skills in all aspects of wellbeing. • Responsible for the processing of payments for fee paying clients via online booking sites • Work with all teams to embed a culture of continuous improvement. • Support the development of relevant policy and practices and other related Quality assurance activities.
Key focus area	**Success factors**
People Leadership/ Relationship Management	• Work collaboratively and supports the Health Promotion and Wellbeing Coordinator and greater Client Engagement and Wellbeing team. • Provide administrative and practical support for all education all ongoing educational activities, relevant educational and wellbeing initiatives and campaigns, and programs that support client's wellbeing. • Create client referrals, as appropriate, to all areas of the organization based on request, and need of clients and participants of education workshops. • Additional tasks as required to support the the organization.
Key focus area	**Success factors**
Compliance and Professional Conduct	• Keep up to date records for all engaged participants as relevant to the individual programs. • Record all information in the relevant operating system for all people affected by multiple sclerosis and other broader neurological conditions in line with MS's protocols. This includes for informal support clients. • Complete a range of reports relating to engagement of workshop participants including statistics, and feedback summaries and yearly outcome reports. • Complete a range of other administrative duties for the efficient running of the service including statistics reports, referral letters, goals plans etc. • Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes

Qualifications/Work Experience

Essential	• Proficient in the Microsoft Office 365 suite of products and specifically Sharepoint site maintenance and content management. • Customer service and administration experience in a similar role.
Desirable	• Certificate III in Business Administration or equivalent experience •

Knowledge and Key Selection Criteria

Essential	• Very high level of attention to detail and analytical skills • Ability to network and develop effective working relationships • High level written and verbal communication skills. • Ability to work co-operatively in a small team environment and independently. • Ability to think critically. • High level time management skills and the ability to multi-task
Desirable	• Previous experience working at a not-for-profit • An understanding of multiple sclerosis and other neurological conditions, and the impact they may have on an individual • Experience with GoToWebinar, Riverside and basic audio editing software

Key Competencies

Key Focus Area	Demonstrated competency
Consumer Outcomes	Provides clients/customers with high quality service and appropriate referrals
Time Management	Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
Problem Solving	Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving
Program Development and Implementation	Performs own role and responsibilities efficiently to contribute to program and project outcomes
Achieving Results	Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets
Contracts / Records Management	Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations. Ensures appropriate documentation and records management related to area of work.
Quality, Risk, Safety, Legislative compliance	**Quality** Ensures that own work meets the organisation's quality requirements **Risk management** Ensures that risks, hazards and incidents are identified and reported in own work context **Safety** Ensures safety of self and others in work environment **Legislation and compliance**

	• Is aware of relevant legislative, regulatory, accreditation and licensing requirements and ensures compliance in work practices
Team Dynamics	Supports team dynamics, supports productive working relationships, team member development and work-life balance to enable a highly functioning team.
Advocacy	Actively listens to colleagues and clients and passes on relevant information accurately and appropriately. Behaves as an ambassador for the organisation
Written and Oral Communication	Provides informed, meaningful, and relevant messages when communicating with staff, consumers, community, and partner organisations, including use of convincing and engaging presentations.
Interpersonal skills	Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution. Style is supportive, empowering and encourages the sharing of ideas at all levels. Inspires team members to be the best they can be.
Networks and Stakeholders	Reviews and manages services in response to changing needs of relevant groups in the community.
Partnerships and Collaboration	Develops models and protocols for working in formal and informal partnerships with other community service organisations to achieve client/customer outcomes.
Knowledge of Community	Demonstrates understanding of the sector and the work of other relevant organisations.

Personal Attributes	
Client Focused	• Prioritises needs of the clients. • Aims for best experience and outcomes for client. • Follows through with commitments.
Collaborative	• Treats clients and 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	• Identifies opportunities to do things better, develops ideas with others and assists with the implementation of changes
Positive	• Has faith in own abilities • Is optimistic - approaches work with a sense of possibility and positivity • Remains calm and focused when faced with difficulty

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

☒	Police Check	☐	International Police Check
☐	WWVP (ACT/TAS)	☐	WWCC
☒	Right to work in Australia	☒	NDISWC
☒	Relevant vaccination records	☐	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*