



Position Description

Position	Community & Services Partnership Coordinator
Reporting to	Senior Manager Community & Partnerships (Community Connections Team)
Division	Community Engagement and Wellbeing
FTE	Part time (0.6)
Location	Blackburn VIC

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 Community & Services Partnership Coordinator 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, Plus Connect and Health Promotion and 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 support the ongoing planning, coordination and monitoring of community engagement activities and services partnerships that focus on initiating and growing integrated practice and directly contributing to the strategic objectives of MS Plus.

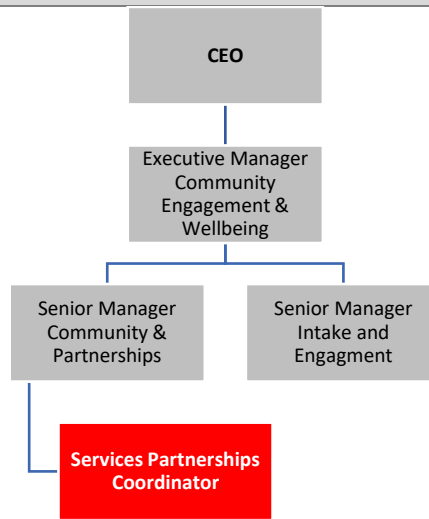
Services partnerships refer to formal agreements with hospitals, community health services, allied health, specialist agencies and other organisations as relevant.

These partnerships seek to improve access and quality of services for MS Plus clients, increase the exposure of MS Plus to practitioners of, and clients with, Multiple Sclerosis and other Neurological conditions, and increase referrals to MS Plus programs and services.

This role will effectively and efficiently conduct environmental scans, be alert to new opportunities and be responsible for accurate and professional documentation, and development of support and evaluation materials.

A key aspect of this role will be to help socialize, activate and ensure fidelity to the new Services Partnership Framework which underpins the services partnerships program.

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic Leadership	<p>Program activities are developed and operate effectively in line with the strategic directions and a focus on meeting client needs and organisational growth. This is demonstrated through:</p> <ul style="list-style-type: none"> • Accurate development and recording of partnership documents including internal and external communications, evaluation processes and tools, and supporting marketing messaging. • Supporting the identification and understanding of environmental factors that will impact successful partnerships, such as government funding, competitor positioning and programming, other Neurological disorder organisation programming and need. • Support the internal socialisation and understanding of the Services Partnership Framework, becoming a champion of best practice, and risk identification and mitigation, as outlined within the criteria within the Framework.
Key focus area	Success factors
Operational Leadership	<p>Development, risk planning and ongoing management of services partnerships is the responsibility of relevant Executive and Senior Managers across departments, however the role will be responsible for supporting these Managers in some elements of partnership management. This is demonstrated through:</p> <ul style="list-style-type: none"> • Managers are aware of the stakeholder matrix and all partnerships are scoped and recorded before engaging with any external party. • Managers are aware of the resources available to support them in facilitating partnerships. • Partnership enquiries are managed professionally and efficiently. • Relevant authorisations are obtained.

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	<p>The Community Connections program aims to be innovative, progressive and agile. To aid this, the role will commit to a culture of continuous improvement.</p> <p>This is demonstrated through:</p> <ul style="list-style-type: none"> • 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.
Key focus area	Success factors
Relationship Management	<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 aware of relevant partnerships 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. • Other staff are supported to action services partnerships as appropriate.
Key focus area	Success factors
Compliance and Professional Conduct	<p>Ensuring client and partner information is treated with confidentiality and partnership 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.

Qualifications/Work Experience

Essential	<ul style="list-style-type: none"> • Experience working in a health focused role/sector.
Desirable	<ul style="list-style-type: none"> • Tertiary qualifications in health or business. • Experience working in a partnership focused role. • Experience working specifically in health services partnerships.

Knowledge and Key Selection Criteria

Essential	<ul style="list-style-type: none"> • Demonstrated experience in a documentation or data administrative role. • Strong written and verbal communication skills. • Project management experience.
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	<ul style="list-style-type: none"> • Proven ability to work autonomously and be organised while dealing with multiple external and internal demands. • Ability to identify workplace efficiencies or improvements.
Desirable	<ul style="list-style-type: none"> • Experience working in a not-for-profit environment. • Experience in a business development role.
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 workplace practices that clearly demonstrate a client centred approach.
Time Management	Ability to self-manage workload and time and proactive communication when needing support.
Problem Solving	Ability to identify efficiencies and initiative to seek advice or alternative ways of doing things.
Program Development and Implementation	Effectively manage 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 for 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.

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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 • 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

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 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.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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