

Position Description

Position	Senior Manager Community and Partnerships
Reporting to	Executive Manager Client Engagement and Wellbeing
Division	Client Engagement and Wellbeing
FTE	Full time
Location	Unspecified

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.

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.

Since June 2021, MS Plus is also the national fundraising arm for medical research into better treatments and ultimately, a cure for MS, by running fundraising campaigns across Australia as the agent of all state organisations to meet a national target for research funding. This funding is then provided to MS Australia, which distributes it to fund scientific research projects according to its agreed research strategy.

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

Empowerment	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.
Community	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 MS Plus's objectives.
Expertise	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.
Creativity	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.
Spirited	We encourage initiative and look for ways to continuously improve. We show resilience in the face of setbacks, overcome obstacles, and learn from experience.

Role Purpose

The Senior Manager Community and Partnerships will provide leadership in the planning and delivery of community activities and services and external engagement partnerships, ensuring positive outcomes for clients, their families /carers and our key stakeholders. These activities, programs and services include:

- Community activities and events including:
 - MS Plus Family camps, MS Plus Art Show, World MS Day, National Volunteer Week
- MS Plus Community Volunteers Program encompassing
 - Community Visitors Scheme
 - MS Plus Ambassadors

- Other Volunteer program engagement where require including Events, Peer groups, Branches Community shops and MS Community Engagement Councils
- MS Plus Carers Program
- MS Plus clinical partnerships / other MS Plus service partnerships where relevant

This role will effectively and efficiently manage human, material and financial resources, ensuing compliance with all aspects of relevant legal and contractual compliance requirements.

A key aspect of this role will be to support the development and implementation of the key deliverables of the:

- MS Plus Volunteer Framework
- MS Plus Carers Strategy 2022 -2025
- MS Plus (clinical and services) Partnerships Framework
- MS Plus Community Engagement activities (non-fundraising)
- MS Plus Community Visitors Scheme Program 2023 refreshed service model

The role of the Senior Manager Community and Partnerships will be to develop and manage MS Plus’s clinical partnerships with a focus on initiating and growing new integrated partnerships.

The efforts of the Senior Manager Community and Partnerships will be to promote MS Plus services and raise its profile, reputation, and value to relevant other clinical services and stakeholders.

The Senior Manager Community and Partnerships will ensure our community engagement, volunteer and carer program activities support the strategic objectives of the organization and provide links to services.

Team structure



Key Responsibilities

Key focus area

Success factors

Strategic Leadership

Strategy, Governance and Compliance

- The community and partnerships activities, programs and services are developed and operate effectively in line with the strategic directions and meet the needs of our clients, those who support clients and the relevant service stakeholders and

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	<p>partners and volunteers. This is demonstrated through achievement of the services KPIs as represented on MS Plus scorecards and within the Client Engagement and Wellbeing business plan and presented in regular updates and reports as required by the executive and organisation.</p> <ul style="list-style-type: none"> • As a member of the Senior Management Team, demonstrably contributes to the development and implementation of MS Plus strategies and business plans; and operates in accordance with delegated authority. • Financial stewardship is demonstrated through adherence to budget parameters, a responsible approach to expenditure and accountability for budget management. Reports are provided regular to reflect this approach. • All partnership and service contracts adhere to MS Plus policies, regulatory requirements and approval processes are adhered to, ensuring compliance is evidenced in practice. • Periodic reviews are undertaken & documented of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/breaches are identified and appropriately managed meeting compliance requirements. • Reports detailed analysis of database and performance of partnerships.
<p style="text-align: center;">Change and Responsiveness</p>	<ul style="list-style-type: none"> • The community and partnerships activities, programs and services support the continuous evolution of a person-centred operating model through developing effective and sustainable models of engagement with relevant service partners, volunteers, clients, carers and broader community. These models should ensure MS Plus considers the needs of all those we serve, from clients through to other clinical health care professionals and care providers, clients supportive others and the volunteers that support our organisation. • The community and partnerships activities, programs and services support the growth of the organisation through with increased client referrals through engaging community activities and partnerships that provide a positive experience for the stakeholder and raise awareness of MS Plus Services. • Pathways for referrals to services are facilitated through effective and integrated partnerships with clinical providers and other relevant service providers. • The community and partnerships activities, programs, and services successfully support the activities of with ESS, NDIS, Allied Health, Residential and Aged Care and other wellbeing services. This can be demonstrated through actively seeking feedback from the services teams, through participation in meetings and evidenced by data reflecting adherence of the teams to established pathways and workflows. • A culture of continuous improvement is effectively embedded into and acted on in all aspects of the services/programs as evidenced in an ongoing continuous improvement register that reflects growth and development of services. • Measurable outcomes are embedded into all the community and partnerships activities, programs and services and data and analytics are used to understand client's needs and support innovation and new approaches to service, program and activities delivery. • Relationships and partnerships that support MS Plus services engagement are proactively identified, sought, and nurtured. • Technology is effectively and creatively used as an enabler for all aspects of activities, programs, and services delivery as evidenced through service offerings

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	and stakeholder engagement that utilize a variety of platforms and tools individualize to the stakeholder technology needs.
Key focus area	Success factors
Operational Leadership	
Program Management / Service Delivery	<ul style="list-style-type: none"> • Successfully implements effective engagement relationships and embeds a person-centred operating model through: <ul style="list-style-type: none"> ○ The implementation of an MS Plus partnerships strategy and framework Which integrate MS Plus services with other stakeholder services, supports effective referral pathways and increases client referrals. The development of integrated partnerships with other clinical service provides to ensure holistic client care and effective communication between providers. ○ The effective implementation of the key recommendations and deliverables of the carers' strategy ○ Ongoing management of the implementation of the MS Plus community activities including MS Plus family camps, MS Plus Art Show and World MS Day in collaboration with the Health Promotion and Wellbeing and the Communications teams. ○ Development and implementation of a volunteer framework and program that brings together the MS Plus volunteers through effective policy implementation, risk management, induction and onboarding program that ensures compliance, learning and development matrix development and support, appropriate acknowledgment and recognition of volunteers as demonstrated in day-to-day culture and culminating in National Volunteer Week. ○ The transition of the ambassadors' team to the community and partnerships volunteer team to support and build the program through an innovative and creative volunteers' strategy and framework. ○ The implementation of the refreshed Community Visitors Scheme program and ongoing support of the Community Visitors Scheme to achieve Key performance indicators and deliverables. • The annual business plans and budget are developed within required timelines, managed effective to achieve strategic initiatives. • All regulatory and legislative requirements are complied with including practice & accreditation standards and quality indicators, as evidenced through regular self-assessments in conjunction with quality team and accreditation success. • Demonstrates detailed knowledge of stakeholder needs and decision drivers and builds links to ensure robust and trusted relationships are secured. • Relationship risks are identified and managed. Seeks to build long-term relationships between partners and the organisation to manage risk over time. • Reflective and evidence-based practice models in the design and delivery of the community and partnerships program are disseminated, promoted, and developed. • Feedback and evaluation demonstrate that community and partnerships activities, programs and services meet identified stakeholders needs, as evidenced by actively seeking feedback on service delivery from stakeholders and providing this in a regular report to the executive team. • Internal and external relevant stakeholders are engaged with and informed of our services and decision-making processes. This can be evidenced through

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	<p>documented engagement and communications plans and evidence of feedback from stakeholders in ongoing service delivery and new initiatives and projects.</p> <ul style="list-style-type: none"> Effectively and regularly collaborates and shares information within MS Plus that supports policy development, the continuity and enhancement of service delivery, and the achievement of MS Plus’s strategic objectives. This includes, but not limited to, meeting participation, Quality working groups (and other working group) involvement, participation in wellbeing activities and teaching where opportunities to share knowledge exist.
Key focus area	Success factors
People Leadership	
Leadership and Teamwork	<ul style="list-style-type: none"> Work effectively with the intake and engagement team to ensure client referrals pathways are well defined and successfully integrate the needs of the stakeholders. Leads and manages teams that are productive, skilled and contented, and that achieve targets & KPIs through effective supervision and management of performance and conflict issues arising. MS Plus’s purpose and values are embedded into and inform team Our Plans & individual My Plans and are aligned with the strategic directions and business plans. Team members and colleagues are mentored, coached and provided with support, training, information and advice; and achieve high quality operational outcomes, a high level of compliance with policy, procedures and quality requirements.
Community and Inter-Agency relations	<ul style="list-style-type: none"> Performs initial on-boarding of new Partners ensuring strong adoption and engagement A highly skilled and aligned workforce is developed to deliver the services as evidenced by qualifications of the staff, professional development program contribution, and client and stakeholder feedback. Manage effective relationships with and work with Strategic Marketing and Communications team to successfully achieve the aspirations and deliverables of the community and partnerships activities, programs, and services.
Communication	<ul style="list-style-type: none"> Generates, audits and maps a data base of key relationship partners for MS Plus. Implements and manages relationships, ensuring the partnership is secure, highly valued and actively engaged and we are responsive to the needs of the partner in a strategic and sustainable environment. Promotes awareness that MS plus encourages client, carer and community participation. Positively and constructively represents the organisation to external contacts. Actively demonstrates commitment to extending the reach of the organisation through engagement with external groups and agencies. Decisions made at Executive, Senior Manager and team level are communicated to team members through informal pathways and formal regular meetings and staff supervisions.

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Qualifications/Work Experience	
Essential	Substantial experience in Neurology clinical practice or relevant NDIS management roles
Desirable	Tertiary Qualifications in health or Business/Administration
Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Proven experience in stakeholder expectation management and innovative solutions delivery. • A natural relationship builder who has experience in managing many stakeholders and developing partnerships. • Proven ability to identify strategic business opportunities in partnerships based on sound analysis and data informed evidence. • Proven experience applying highly developed leadership and management skills in building and leading effective teams. • Strong communication and presentation skills across all levels of stakeholders. • Proven ability to work autonomously and be organised while dealing with multiple external and internal demands. • Demonstrated ability to work effectively at senior management level, building relationships and supporting and collaborating with colleagues to achieve exceptional results. • Proven ability to cope with ambiguity, change, conflict and crisis situations and a demonstrated level of maturity. • Knowledge of legislation and regulation covering delivery of aged and disability services.
Desirable	Experience in a not-for-profit organisation.
Key Competencies	
Key Focus Area	Demonstrated competency
Financial Management	<ul style="list-style-type: none"> • Prepares program and project budgets and reviews financial performance. • Prepares business cases and proposals based on sound analysis, as required.
Reflective Practice	Disseminates, promotes, and develops reflective and evidenced based practice models.
Consumer Outcomes	Provides clinical or technical leadership and focuses on excellence in relationships management and multi-stakeholder outcomes.
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	Manages programs and projects to work to timelines and budget and achieve goals and objectives; and envisions and designs new programs.

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Achieving Results	Clarifies roles and responsibilities of program staff and project teams and manages program of work to achieve objectives. Obtains necessary support from stakeholders.
Contracts / Records Management	Monitors contracts and checks that contractual obligations of both parties are met. Monitor documentation and ensure record keeping meets regulatory / legislative standards.
Quality, Risk, Safety, Legislative compliance	<ul style="list-style-type: none"> • Manages implementation of quality systems and ensures quality outcomes are achieved. • Proactively identifies and manages risk and encourages staff to take advantage of opportunities. • Manages work practices for health and wellbeing of staff and compliance with WH&S legislation. • Manages work practices to comply with relevant legislation and licensing requirements. • Operates in accordance with MS Plus's schedule of delegated authorities.
Team Dynamics	Manages team dynamics, supports productive working relationships, team member development and work-life balance to enable a highly functioning team.
Advocacy	Articulates clear and persuasive messages about key issues when advocating or negotiating for clients/members and on behalf of 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 high-level understanding of the sector and the work of other relevant organisations
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

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	<ul style="list-style-type: none"> 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; and holding suitable Australian work rights. 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 checked="" 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

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 MSL 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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