



## MS Connect Specialist – Information & Intake Officer

### Service Innovation

- **Purpose** to support participants affected by Multiple Sclerosis by providing phone contact, assessment for services and referral to appropriate internal/external services as appropriate.
- **Responsible** for engagement with people affected by multiple sclerosis to assess the need and/or risk, and to provide appropriate and relevant information, support and referral.

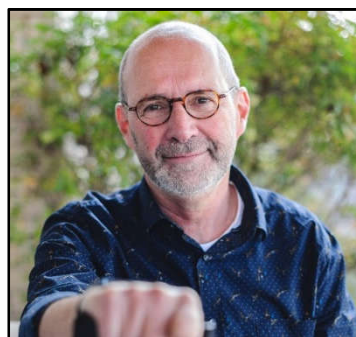
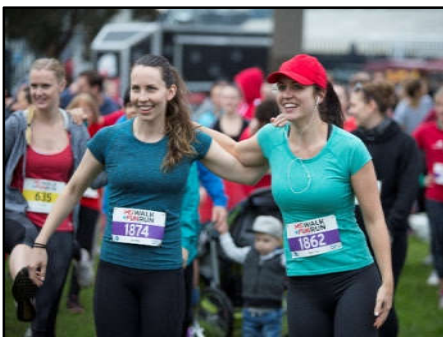


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

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.





## Organisation Dimensions



Position Dimensions	
Budget (\$ value)	
Staff numbers	
Location/s	NSW/ACT, VIC/TAS, WA and QLD
Other	Provide support to other services as and when required

## Key Responsibilities

First Contact and Engagement	
	<ul style="list-style-type: none"><li>• Respond to contact from internal and external sources</li><li>• Establish an understanding a customer's needs through person-centred assessment to determine most appropriate intervention</li><li>• Provide support to enable people affected by multiple sclerosis to adjust to life changes, demonstrating active listening and empathy in all communications</li><li>• Provide accurate and up to date information about multiple sclerosis</li><li>• Where appropriate and agreed with customers, support the referral to relevant services</li><li>• Present information and options to customers to enable them to make informed choices</li><li>• Maintain expertise through learning &amp; development opportunities and sharing the knowledge across the team to support the achievement of desired outcomes</li></ul> Undertake referrals, write support letters & interact with other support services to achieve agreed outcomes
Relationship Management	
	<ul style="list-style-type: none"><li>• Develop strong rapport with people affected by multiple sclerosis over the phone in order to gain their trust and allow for the provision of assistance</li><li>• Develop strong and collaborative working relationships with relevant agencies in order to promote the open sharing of information conducive to positive outcomes</li><li>• Work collaboratively and effectively within the team to achieve the goals and outcomes agreed to with the person affected by multiple sclerosis</li><li>• Develop strong relationships with internal and external stakeholders to assist in the provision of information, referral of clients and a clear understanding of our services</li><li>• Involvement in working groups and feedback forums as appropriate and agreed</li></ul>
Administration	
	<ul style="list-style-type: none"><li>• Create and update individualized case files on relevant operating system for all people affected by multiple sclerosis in line with MS's protocols</li></ul>



	<ul style="list-style-type: none"><li>• Complete all internal and external client referral requirements relating to each intervention</li><li>• Complete a range of internal and external reports relating to clients including for case allocation, case management statistics, and feedback summaries and yearly outcome reports</li><li>• Complete a range of other administrative duties for the efficient running of the service including statistics reports, referral letters, goals plans etc.</li><li>• Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes</li></ul>
<b>Financial Accountability</b>	
	<ul style="list-style-type: none"><li>• Responsibly utilise resources within the area within budget</li></ul>
<b>Values</b>	
	<ul style="list-style-type: none"><li>• Actively support MS' purpose, value, service promise and strategic vision</li><li>• Operate in line with MS' policies, procedure and practices</li><li>• Promote and work within MS' Services Innovation delivery principles</li><li>• Positively and constructively represent the organisation to external contacts at all opportunities</li><li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times</li><li>• Actively demonstrate and embed into every day work the MS Service Promise &amp; Foundation Behaviours</li><li>• Ensure the health, safety and welfare of self, co-workers and others</li><li>• Follow all reasonable directions given by the organisation</li><li>• Support, promote and show sensitivity to diversity in the work place</li></ul>

## **Position Requirements**

### **Knowledge, Skills and Experience**

- Customer service and relationship management experience.
- Demonstrated experience in engaging and working with people affected by multiple sclerosis or disability.
- Demonstrated understanding of person centred practice
- 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
- Computer Literacy in using a range of Office computer packages
- Understanding of the Disability and other key legislative reforms

### **Qualifications**

- A Diploma or higher in a related field – Allied Health, Social Sciences, Health Sciences, Disability Services or related field

### **Desirable**

- 3 years experience in engaging and working with people affected by Multiple Sclerosis or disability

### **Other** – must be completed/provided prior to commencing employment

- Right to work in Australia



- Current valid driver's license desirable
- Current national police record check
- International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)
- Current working with children or vulnerable people check if applicable
- Consent to DWES check if applicable