



## Service Delivery Manager Employment Support Services

- **Purpose** to manage the implementation and expansion/growth of the Multiple Sclerosis Ltd MS ESS Work Assist programme. Oversee day to day running of ESS within area of responsibility. The Service Delivery Manager will manage a multidisciplinary team, programme delivery, agreed budget and achieve agreed KPI's within a specific geographic area of responsibility
- **Responsible** Management of a team that is to be the provider of choice for PwMS wanting the support of a specialist service to assist them retain their employment, by ensuring service delivery in accordance with both governmental and MS guidelines.

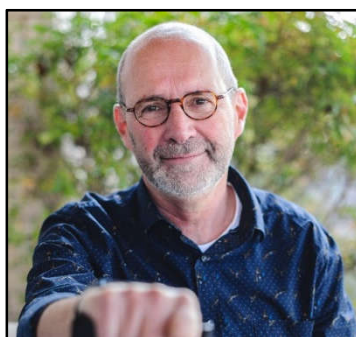


Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

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

General Manager Service Innovation

Senior Manager ESS

Service Delivery Manager

### Position Dimensions

Budget (\$ value)	\$1-4M
Personnel Numbers	3-15
Location/s	Vic/Tas
Other	Mandatory Training – ESS induction/Training & Professional registration requirements

## Key Responsibilities

### Organisational and Administration Support

- Manage the service delivery of the MS ESS programme across the region of responsibility
- Complete and provide operational and financial reports as required to Senior Manager
- Providing advice / information to ESS team members regarding operational requirements/change(s) to the DES Deed, guidelines, local changes and increasing service demands in respect to supporting participants
- Allocation and tracking of all participant referrals across area of responsibility
- Managing and monitoring service delivery team member case-loads, case notes and data entries to ensure maximum level of productivity and compliance
- Maintain caseload of participants as required
- Manage and provide clinical supervision to ESC's, and operational supervision for ESO's
- Manage human resources activities for service delivery personnel, such as professional and career development, performance management, employee relations, personnel leave, recruitment and separation
- Manage financial performance via variance reporting processes and adjustments made as required to remain on target in relation to the ESS financial modelling and budget
- Service delivery fees / funds are monitored and drawn down in accordance with DES Deed/guidelines and ESS business rules
- Adhere to organisational and operational recording and reporting requirements
- Contribute to other administrative duties for the efficient running of the service including ongoing development and refinement of processes and business support tools
- Work with the Senior Manager to develop budgets according to MSL timelines
- Participate in organisational quality processes and lean program



## Relationship Management

- When applicable – Responsible for the day to day management of the MSL/ local society working relationship
- Oversee ESS service delivery relationships with external partners and suppliers to ensure maximum value for money achieved
- Contribute to the development and implementation of ESS strategies to:
  - maintain strong internal and external relationships,
  - for the enhancement of collaboration and
  - MSL service delivery outcomes
- As required attend MS, CoAct, DES, DSS and NDS meetings, conferences and education programs
- Engage and contribute with the MSL marketing team in promoting the ESS to external stakeholders and maintain relationships with all parties to ensure referrals continue and all parties are satisfied with service delivery
- Engage and contribute as required with appropriate institutions to establish links for research to validate the benefits of the program to the MS community and effectiveness of the service delivery model

## Values

- Actively support MS' purpose, value, service promise and strategic vision
- Operate in line with MS' policies, procedure and practices
- 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 at all times
- Ensure the health, safety and welfare of self, team members and others
- Follow all reasonable directions given by the organisation
- Support and empower co-workers
- Support, promote and show sensitivity to diversity in the work place
- Decisions are in alignment with MSL's strategic direction
- [Managers] demonstrate Leadership Behaviours in all interactions



## **Position Requirements**

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

- Tertiary qualifications or demonstrated experience in managing/supervising others and coordinating human resource requirements
- Experience in contributing to operational planning processes
- Pragmatic, assertive, organised and demonstrates sound judgment
- Resilience and proven ability to adapt style and approach to suit varying situations
- A sound knowledge of the MS disease with a commitment to working with pwMS
- An understanding of the barriers pwMS may face in relation to employment due to their condition
- Advanced negotiation, interpersonal, and verbal and written communication skills
- Strong networking and relationship management skills
- Demonstrated experience implementing innovative solutions to achieve positive problem solving and conflict resolution
- Advanced organisational, planning and time management skills
- Knowledge of relevant legislation including Anti-discrimination, Equal Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- High levels of computer literacy in using a range of Office computer packages and data bases
- Ability to work collaboratively as part of a management team
- Ability to network and develop effective working relationships
- Ability to achieve results through strong influence and consultative skills.
- Ability to travel intra/interstate as required
- Ability to occasionally attend meetings or training outside normal business hour

### **Qualifications**

- Relevant tertiary qualifications in Occupational Therapy, Physiotherapy or other relevant health discipline, are eligible for registration with relevant professional body (e.g. AHPRA registration)
- Minimum 3 years' experience in Vocational Rehabilitation and or Disability Employment Service delivery

### **Desirable**

- Understanding of progressive neurological disorders such as MS
- Previous experience working at a not-for-profit
- Certificate IV in Training & Assessment
- Practical experience utilising the Employment and Community Services Network (ECSN) portal
- Experience in marketing employment services to prospective stakeholders

### **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