



EMPLOYMENT SUPPORT CONSULTANT

SERVICE INNOVATION

Job Title: Name of role	Employment Support Consultant
Department: Name of Department	Service Innovation
Reports to: Manager's Title	Service Delivery Manager
Position Purpose: Identify the purpose of the role	The objective of the Employment Support Consultant (ESC) is to support participants diagnosed with Multiple Sclerosis to achieve their goals in maintaining or obtaining their chosen employment in the open labour market.
Responsible For: One or two lines stating key responsibilities of the role	<p>The Employment Support Consultant (ESC) is responsible for the provision of high quality disability employment services to clients with Multiple Sclerosis (MS) be in accordance with the Disability Employment Service Deed and Multiple Sclerosis Limited (MSL) Policies and Procedures.</p> <ul style="list-style-type: none">• Providing tailored individual support to a person(s) diagnosed with Multiple Sclerosis and may also provide advice to employers and a range of stakeholders.• Managing a caseload• Contractual administration• Programme and participant promotion
Key Challenges: Challenges facing successful undertaking of responsibilities	<p>Providing tailored individual support to a person diagnosed with Multiple Sclerosis who is working whilst adhering the DES DEED, Guidelines, MSL policy / procedures and ESS business rules.</p> <ul style="list-style-type: none">• Maintaining a maximal caseload• Being able to work autonomously and as part of a team
Key Result Areas: Include - <ul style="list-style-type: none">◦ organisational support◦ relationship management◦ administration◦ values	<ul style="list-style-type: none">• Enabling participants to maintain their chosen employment• Administration and contractual compliance

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development



EMPLOYMENT SUPPORT CONSULTANT

SERVICE INNOVATION

A. ORGANISATION DIMENSIONS

SENIOR MANAGER ESS

SERVICE DELIVERY MANAGER

EMPLOYMENT SUPPORT CONSULTANT

Position Dimensions: Change as required but do not delete	
Budget: (\$ Value)	0
Staff Numbers:	0
Geographical Spread/Breadth: States Covered and internal and external breadth of role (i.e. impact of role applicable to own team, multi-teams or organisation/industry wide)	New South Wales/Australian Capital Territory, Victoria/Tasmania, Western Australia and Queensland
Other:	Works closely with the Employment Development Consultants to affect the best outcome for participants
Mandatory Training Requirements: e.g. Manual handling, infection control, food safety, first aid, CPR	

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development



EMPLOYMENT SUPPORT CONSULTANT

SERVICE INNOVATION

B. JOB REQUIREMENTS

Key Result Area 1	Organisational Support – Employment Support Consultant
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">• Facilitate and /or conduct assessments to establish participants 's current status and needs and identify any vocational barriers jeopardising current employment or preventing the individual from finding new employment• Coordinate case load of participants• Identify any vocational barriers and non-vocational barriers• Coordinate and provide appropriate assistance to clients and employers• Coordinate and Implement workplace modifications• Work closely with employment support officers to facilitate services, treatment and sourcing and purchasing of equipment• Apply for and coordinate funding for individual services and workplace modifications• Keep all relevant stakeholders informed of the participant's progress and any changes• Provide assistance to participants and employers as required when job seekers are placed in new employment and monitor progress• Refer clients to other MSL services or external providers as appropriate	<ul style="list-style-type: none">• Targets and goals reflect the vocational needs of participants and are documented on Enrite Care and met in a timely and individualised manner• ESC's are delivering services in accordance with the DES deed, guidelines, Disability Services Standards, Job Futures subcontract agreement• ESC's are delivering services to maximum caseloads and are compliant with DES deed and guidelines• The need for Workplace modifications and equipment are identified and the sourcing and purchasing occurs within a timely manner• All audits are deemed compliant

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development



EMPLOYMENT SUPPORT CONSULTANT

SERVICE INNOVATION

Key Result Area 2	Relationship Management
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">• Develop and actively maintain effective and mutually beneficial relationships, including relationships with staff, health professionals and community service providers, to support the work of MSL, facilitate client access to service provision and enhance the organisation's relationship with the community.• Build and maintain effective relationships with participants and their carers• Establish close working relationship and communicate regularly with• Employment Support Officer(s) Development Consultant(s)• Work as a collaborative and supportive team member• Share information and ideas with the team and other MSL teams, and administrative staff in relation to service delivery• Maintain strong communication ties between stakeholders to ensure all parties are fully informed about operational activities.	<ul style="list-style-type: none">• Effective, informative and collaborative relationships are formed between all parties internally and externally• ESO is able to access all information required to perform all tasks on ESS web, purchase items and process invoices for services• The EDO and ESC are both aware of Job seekers needs, roles and compliance is achieved• All ESS staff are aware and informed of changes and new information• All internal MS staff are aware of ESS operations and any changes that occur

Key Result Area 3	Administration
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">• Write reports summarising the outcome of vocational and workplace assessments, providing recommendations to address vocational barriers	<ul style="list-style-type: none">• All report completed and all parties have received copy of report and copies of reports are saved in G drive and attached to Enrite care

Approval authority: Quality Committee

Date approved: August 2017

Version: 2.1

Next review: August 2019

Key author: Human Resources

Business Unit: Commercial Development



EMPLOYMENT SUPPORT CONSULTANT

SERVICE INNOVATION

<ul style="list-style-type: none"> • Complete job plans for all participants and regularly monitor and review plans • Complete all mandatory documentation • Ensure all client files and progress notes are kept up to date in accordance with the DES Disability Employment Services Agreement • Participate in organisational quality processes and lean programs 	<ul style="list-style-type: none"> • Job plans are up to date and signed on ESS and the most recent copy saved into G drive. • All documentation and file notes are relevant and up to date and in accordance with DES DEED and guidelines and MS Work Instructions • Staff are engaged in quality and lean activities
---	---

C. PURPOSE AND VALUES REQUIREMENTS

Key Result Area 4	Values, Culture, Behaviours
	Job Holder is successful when:
<ul style="list-style-type: none"> • Actively support MS' purpose, value, service promise and strategic vision • Operate in line with MS' policies, procedure and practices • Promote and work within MS' customer service delivery principles. • 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 • Actively demonstrate and embed into every day work the MS Service Promise & Foundation Behaviours • Ensure the health, safety and welfare of self, co-workers and others • Follow all reasonable directions given by the organisation • Support, promote and show sensitivity to diversity in the work place. 	<ul style="list-style-type: none"> • Values are adhered to and demonstrated in daily practice • Values form an integral part of the way employees conduct their presence in the workplace • The MS Service Promise and Behaviours are demonstrated in daily practice.

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development



--	--

MS Service Promise

First Contact – I am First Contract, a true ambassador for MS.

Think Yes – I am positive and committed to MS, its customers, people & the MS community.

Act Now – I am accountable for delivering timely and quality outcomes.

Push Ahead – I am focussed on making improvements and finding new ways to push ahead.

D. EMPLOYMENT SCREENING REQUIREMENTS

<i>Must be completed prior to commencing employment</i>	
• National Police Check (to be carried out by MS)	
• International Police Check if lived overseas for longer than 12 months in the last 10 years (to be provided by the applicant)	
• Right to Work in Australia (Certified copy of Passport/Visa to be provided by the applicant)	
• Disability Worker Exclusion Scheme check (Victorian Residential Workers only)	
• Working with Children Check (if required for role)	

E. SELECTION CRITERIA

- | |
|---|
| <ul style="list-style-type: none"> • Tertiary qualifications in Allied Health - Occupational Therapy or Physiotherapy or related discipline • Registration with an appropriate registration body eg AHPRA • Demonstrable understanding of and commitment to working with people who have a disability • Knowledge of employment barriers that individuals with a disability face when trying to maintain or look for employment |
|---|

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development



- Proven ability to maintain and coordinate client case load
- Ability to develop and implement innovative client and outcome focused strategies
- Excellent organisational, planning and time management skills
- Advanced negotiation, interpersonal, verbal and written communication skills
- Effective, positive problem solving and conflict resolution skills
- High levels of computer literacy in using a range of Office computer packages
- Ability to work autonomously and as part of a team
- Current driver license

DESIRABLE

- Experience working with Multiple Sclerosis or similar progressive neurological conditions
- 1-2 years' experience working in Disability Employment Sector or
- 1-2-year experience working in Occupational Rehabilitation
- Experience using ESS data base and Job Access

Approval authority: Quality Committee	Next review: August 2019
Date approved: August 2017	Key author: Human Resources
Version: 2.1	Business Unit: Commercial Development
