

Position Description

Position	Connect Coordinator
Reporting to	Chief Transformation Officer
Division	Engagement, Growth and Experience
FTE	(1 EFT)
Location	Lidcombe (In office, 5 days)

Organisation

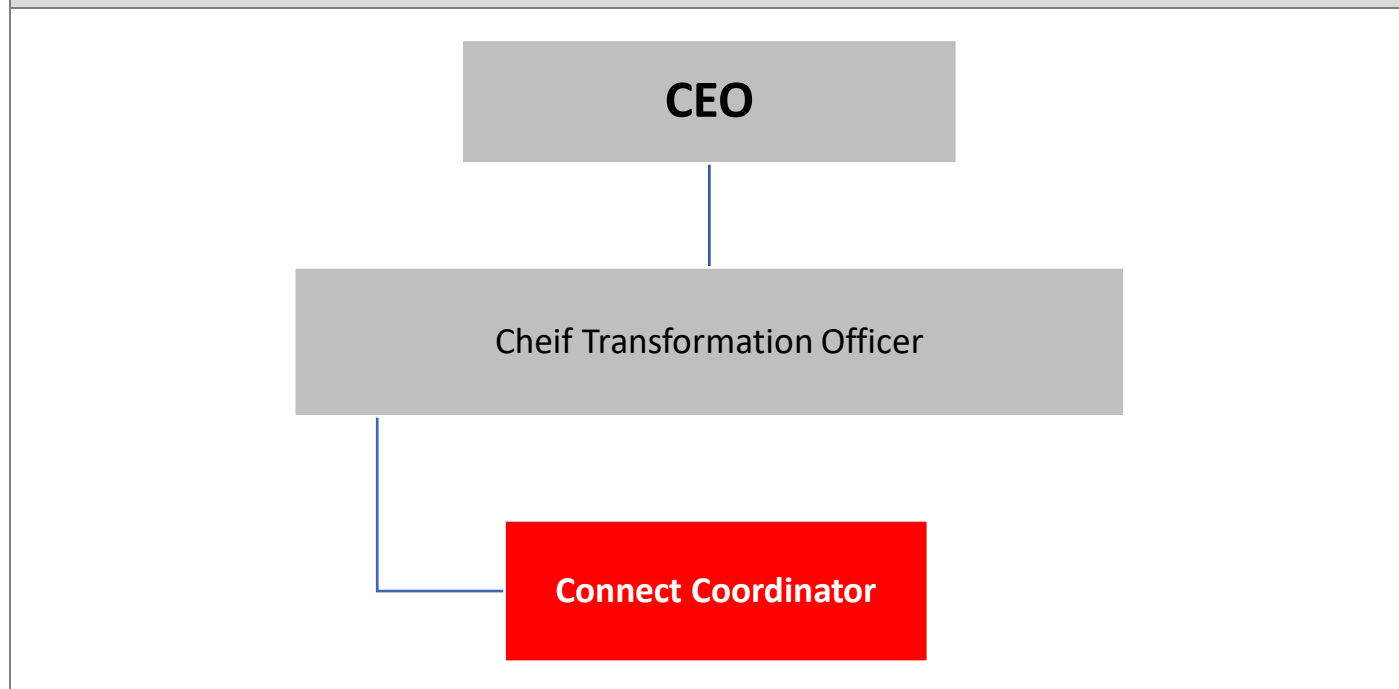
MS Plus is the go-to provider of services, information, advice and support for people affected by multiple sclerosis (MS) and other neurological conditions. We are a leading for-purpose organisation, with 70 years of experience supporting people across the ACT, NSW, VIC and TAS to live well with progressive neurological conditions. We are driven to break down barriers and empower people to achieve their goals. We fundraise to find a cure for MS.

Role Purpose

The Connect Coordinator is responsible for delivering accurate, timely and informed connection and navigation for people with MS and other neurological conditions, their families and carers, and other organisations and health professionals. The role is also responsible for introducing new potential clients to MS Plus' range of services, programs and supports, as well as managing referrals and bookings to MS Plus services and external services where appropriate. The Connect Coordinator will:

- Provide accurate, efficient and appropriate information and support to people with neurological conditions.
- Actively engage and re-engage clients – ensuring they are aware of the services and supports available to them.
- Ensure Intake processes are followed and all information, data, notes and follow up tasks are accurately captured in the CRM to enable ongoing personalised service from MS Plus
- Play an active and collaborative role as part of the MS Plus Intake team
- Take overflow calls from reception and fill in on reception when required.

Team structure



Key Responsibilities	
Key focus area	Success factors
Leadership	- Respond to contact from internal and external stakeholders in line with performance indicators. Contact may be via phone, email, webform, webchat or in person. - Pro-actively re-engage clients in MS Plus services or supports, and other external supports. - Establish an understanding a client's needs to determine most appropriate intervention and referral pathway - Provide support to enable people with MS and other neurological conditions to adjust to life changes, demonstrating active listening and empathy in all communications. - Present information and options to clients, including to MS Plus' services and supports, empowering them to make informed choices. - Present information and options to carers, families, health professionals and other organisations to upskill them on options and on MS Plus services and supports. - Provide input to process enhancements, system testing and sharing skills and learnings with other team members. - Support the maintainence of a shared knowledge hub - Maintain expertise through learning & development opportunities and sharing knowledge across the team to support the achievement of desired outcomes
Key focus area	Success factors
Relationship Management	- Develop strong rapport with people with multiple sclerosis and other neurological conditions over the phone to gain their trust and allow for the provision of assistance and referral to MS Plus and other services and supports. - Develop strong and collaborative working relationships with relevant agencies to promote the open sharing of information conducive to positive outcomes - Work collaboratively and effectively within the Connect, and broader MS teams to help achieve the goals and outcomes agreed to with clients. - Work collaboratively with the Intake team and Reception to ensure the overall Intake goals and SLAs are met, including reception coverage and overflow management as required. - Ensure timely follow-up and re-engagement, planned in the CRM, is undertaken. - 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
Key focus area	Success factors
Compliance and Professional Conduct	- Create and update client's data and information accurately and in alignment with processes, compliance and privary laws.. - Complete all internal and external client referral requirements relating to each intervention - Complete a range of other administrative duties for the efficient running of the Connect and other services as required including statistics reports, referral letters, goals plans etc. - Contribute to service development by identifying improvement areas and actively involved in implementation of any agreed changes - Promote referrals of MS Plus services as appropriate to meeting the service recipients support needs. - Be involved in working groups and forums as appropriate and agreed.

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Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

Qualifications/Work Experience	
Essential	Experience in an allied health, NDIS, aged care, disability or healthcare sector
Desirable	- Experience working in health related support centre - Experience mentoring or providing leadership in system change or digital transformation. - A Certificate or higher in a related field – Allied Health, Social Sciences, Health Sciences, - Disability Services OR relevant experience in above fields - Experience in CRM based user acceptance testing
Key Competencies	
Key Focus Area	Demonstrated competency
Reflective Practice	Apply organisational processes, practice models, procedures and relevant legislation when working with clients, customers, carers and health professionals.
Consumer Outcomes	Supports clients to achieve their goals or aspirations through provision of efficient and effective service.
Taking responsibility	Is accountable for meeting targets and KPIs and takes responsibility for client referrals and engagement with MS Plus. Works efficiently and effectively to ensure more clients can have access to our services, programs and supports.
Problem Solving	Can confidently speak into and document problems and propose solutions. Works proactively and positively with all stakeholders and Intake team to solve problems
Program Development and Implementation	Performs own role and responsibilities efficiently to contribute to program and project outcomes, including enabling the improvement of Intake Goals.
Achieving Results	Clearly understand roles and responsibilities, scope of work and expectations. Meets expected SLAs, targets and goals. Strategic needs are met within agreed program objectives.
Quality, Risk, Safety, Legislative compliance	Ensures work meets the organisation's quality requirements Manages risk associated with the Connect role. Ensures that risks, hazards, feedback and incidents are identified and reported as necessary. Ensures safety of self and others in work environment Is aware of relevant legislative, regulatory, accreditation and licensing requirements and ensures compliance in work practices. Meets MS Plus Code of Conduct.
Team Dynamics	Fosters collaborative practice and an environment of shared learning and teamwork.
Advocacy	Actively listens to colleagues and clients and passes on relevant information accurately and appropriately. Behaves as an ambassador for the organisation and the program.
Written and Oral Communication	Provides accurate written information across all platforms and in reporting. Speaks respectfully and explains issues and information clearly to clients and colleagues

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Interpersonal skills	Demonstrates self-awareness and active listening and asks appropriate questions when dealing with clients/customers and colleagues
Knowledge of Community	Maintains basic awareness of current changes that impact clients and those relevant to MS Plus.
Personal Attributes	
Client Focused	• Prioritises the needs of the high numbers of clients and people that come to MS Plus • Aims for best outcomes for each client and clients overall. • Is outcome focused. • Follows through with commitments in an efficient and effective way
Collaborative	• 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	• Finds ways to work more efficiently and effectively. • Is open to change and alternatives. • Learns to evolve with systems and processes to enable the best outcome for clients, teams and organisation.
Positive	• Has an openness to continue to learn? • Is optimistic - approaches work with a sense of possibility and positivity. • Remains calm and focused when faced with difficult situations with clients, customers or callers.
Supportive	• Encourages others to attain goals and achieve. • Listens actively and inspires confidence. • Demonstrates empathy when confronted with adversity

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

☒	Police Check	☐	International Police Check
☐	WWVP (ACT/TAS)	☒	WWCC
☒	Right to work in Australia	☒	NDISWC
		☐	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 of 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 representative.

Signed
Employee

Date

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