

## Position Description

<b>Position</b>	<b>Employment Development Consultant (EDC)</b>
<b>Reporting to</b>	Service Delivery Manager / Senior Manager
<b>Division</b>	Consumer Directed Care
<b>FTE</b>	
<b>Location</b>	Blackburn / Lidcombe / Hobart / Deakin

<b>Organisation</b>
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.

### Role Purpose

This role is to facilitate the job placement and labour market engagement for participants with Multiple Sclerosis (MS) & Acquired Neurological conditions, enabling them to obtain their chosen employment in the open-labour market.

EDC is responsible for the provision of high-quality support to clients with MS & Acquired Neurological conditions in accordance with the Inclusive Employment Australia (IEA) Deed/Guidelines and MS Plus Policies, Procedures and program business rules.

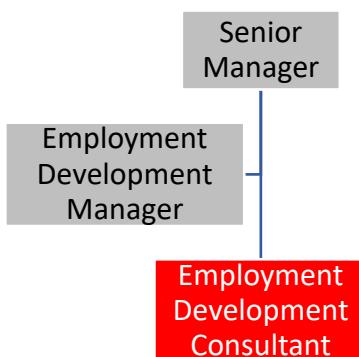
This role will be responsible for:

- Managing a caseload
- Job placement
- Contractual administration
- Program and participant promotion

Providing tailored individual support to a person(s) diagnosed with MS & Acquired Neurological conditions who wants to work.

- Securing employment opportunities for participants whilst considering their individual circumstances
- Maintaining an optimal caseload
- Being able to work autonomously and as part of a team

### Team structure



<b>Key Responsibilities</b>		
	<b>Key focus area</b>	<b>Success factors</b>
<b>Job Placement</b>	<ul style="list-style-type: none"> <li>Undertaking job seeker assessments</li> <li>Create and/or restructure resume, cover and application letters</li> <li>On agreement with the participant actively job seek on their behalf</li> <li>Refer the participant to an appropriate number of jobs per fortnight</li> <li>Determine the job seekers vocational goals and any identified vocational and non-vocational barriers.</li> <li>Reverse market jobseekers to suitable job vacancies both in the hidden and non-hidden job markets.</li> <li>Build long term, sustainable relationships with employers for our jobseekers.</li> <li>Maintain an employer database to assist in building relationships with employers and schedule follow ups.</li> <li>Maintain systems and procedures for future Job Placement team members to utilise to maximise successful job placements.</li> <li>Facilitate regular appointments with participants, arrange ongoing training and development activities and monitor participant's attendance and participation in agreed activities including work experience opportunities</li> </ul>	<p>Achievement of:</p> <ul style="list-style-type: none"> <li>4-week outcome KPI</li> <li>13-week outcome KPI</li> <li>26-week outcome KPI</li> <li>52-week outcome KPI are met</li> <li>Participant vocational goals reflect the vocational needs of participants and are documented on Job Ready and met in a timely and individualised manner</li> <li>Delivery of services is in accordance with the IEA deed, guidelines, Disability Services Standards, CoAct subcontract agreement</li> <li>Maximum caseload is maintained</li> </ul>
<b>Vocational Training</b>	<ul style="list-style-type: none"> <li>Source relevant Vocational Training tools for participants</li> <li>Assist in the Development or commission Vocational Training modules.</li> <li>Facilitate training programs.</li> <li>Implement a participant evaluation tool for the training modules and continuously improve the training modules to meet the participant's needs.</li> <li>Assist participants to obtain sustainable employment by placing them into appropriate education, training, work experience activities or other identified interventions to build capacity and skills</li> <li>Review the participant's progress towards identified vocational and non-vocational vulnerabilities with the assistance of allied health, Employment Support Consultant to achieve employment</li> <li>Facilitate participant soft skill / job search training</li> </ul>	<p>Participants are suitably qualified and equipped to engage with the labour market as demonstrated by achievement of</p> <ul style="list-style-type: none"> <li>4-week outcome KPI</li> <li>13-week outcome KPI</li> <li>26-week outcome KPI</li> <li>52-week outcome KPI</li> <li>Participant's vocational goals reflect the vocational needs of participants and are documented on CRM and are met in a timely and individualised manner.</li> <li>Maintaining of a database of local vocational training options</li> </ul>

Key focus area	Success factors
<p><b>Marketing</b></p> <p>Utilise and take advantage of the following to enhance participants chances of securing employment</p> <ul style="list-style-type: none"> <li>• Promotional material</li> <li>• Online promotional campaigns</li> <li>• Internal communications</li> <li>• Events and expos</li> <li>• Identifying other service channels</li> <li>• Media releases</li> <li>• Networking with employers, industry groups, community service providers</li> <li>• Assist with market research</li> <li>• Promote the ESS and maintain a high profile</li> <li>• Ensure participants are promoted to employers and supported throughout their employment.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective, informative and collaborative relationships are formed between all parties internally and externally</li> <li>• Engaging to ensure ESS staff are aware and informed of changes and new information in relation to job seeking vocational support.</li> <li>• All internal MS staff stakeholders are aware of ESS operations and any changes that occur in relation to job seeking vocational support.</li> <li>• Suitable employment opportunities are sourced for participants</li> <li>• Maintaining a database of potential local employers</li> </ul>
<p><b>Key focus area</b></p> <p><b>Compliance and Professional Conduct</b></p> <ul style="list-style-type: none"> <li>• Ensure that participants case notes and all other documentation is in line with the minimum contractual standards, including adherence to the National Standards for Disability Services (NSDS)</li> <li>• Write reports summarising the outcome of vocational and workplace assessments, providing recommendations to address vocational barriers</li> <li>• Complete job plans for all participants and regularly monitor and review plans</li> <li>• Complete all mandatory documentation</li> <li>• Ensure all client files and progress notes are kept up to date in accordance with the IEA Disability Employment Service Agreement</li> <li>• Participate in organisational quality processes and lean program</li> </ul>	<ul style="list-style-type: none"> <li>• Required documentation completed copies of reports are saved and attached to Enrite care</li> <li>• Job plans are up to date and signed on ESS and the most recent copy saved into SharePoint and attached to CRM.</li> <li>• All documentation and file notes are relevant and up to date and in accordance with DES DEED and guidelines and Work Instructions</li> <li>• All applications (WAOP, Job Ready, etc..) are used in accordance with IEA deed and guidelines and Work Instructions</li> </ul>

Qualifications/Work Experience	
<p>Essential</p>	<ul style="list-style-type: none"> <li>• Relevant Tertiary qualification(s) or significant relevant experience in a similar role.</li> <li>• Demonstrated expertise and experience in placing job seekers into sustainable employment.</li> <li>• Demonstrated ability to meet targets and achieve prescribed outcomes.</li> <li>• Demonstrated understanding and commitment to working with people who have a disability.</li> <li>• Knowledge of the employment barriers that individuals with a disability face when trying to maintain or look for employment.</li> <li>• Experience in sourcing and creating vocational opportunities for individuals in the open labour market</li> <li>• Experience sourcing, developing and implementing Vocational Training for/with participants.</li> <li>• Advanced negotiation, interpersonal, written and verbal communication skills.</li> </ul>

	<ul style="list-style-type: none"> <li>Knowledge of relevant legislation including Anti-discrimination, Equal Opportunity, OH&amp;S, Privacy and Freedom of Information.</li> <li>Excellent organisational planning and time management skills.</li> <li>Proficiency in the use of MS Office applications</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Significant experience working in Job Placement in the disability field.</li> <li>Certificate IV in Training &amp; Assessment</li> <li>Train the Trainer qualifications</li> </ul>

#### Knowledge and Key Selection Criteria

Essential	<ul style="list-style-type: none"> <li>Proven ability to share knowledge whilst maintaining and coordinating a participant caseload.</li> <li>Ability to work autonomously and as part of a team.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>Experience and understanding IEA ESS Employment Assistance (EA) the IEA Deed and Guideline requirements.</li> <li>Experience accessing and using WAOP Web platform</li> <li>Demonstrable understanding of and commitment to working with people who have a disability related to MS or neurological condition/s.</li> </ul>

#### Key Competencies

Key Focus Area	Demonstrated competency
Financial Management	You ensure purchased supports for clients are delivered in accordance with business rules/budget.
Consumer Outcomes	You keep participants at the centre of everything you do. You focus on achieving best possible vocational results for participants.
Time Management	You manage your workload ensuring all services are delivered within required time frames. You will show efficiency with utilisation of resources available and demonstrate ability to prioritise your workload.
Problem Solving	You can stay calm under pressure, research possible causes, identify trends and choose the most relevant solution.
Achieving Results	You are focused on your goals and understand the steps needed to achieve them. You will also have the motivation to see projects through to fruition and motivate others to do the same.
Contracts / Records Management	You maintain records across a range of systems in accordance with Deed and DES guidelines
Quality, Risk, Safety, Legislative compliance	You contribute to quality assurance activities.
Advocacy	You are a strong advocate for participants and their goals as well as promoting the service in the broader community

<b>Written and Oral Communication</b>	You convey accurate information confidently, professionally, and easily for others to understand whatever their level.
<b>Interpersonal skills</b>	You collaborate and work well with others, demonstrate a caring and professional nature in all aspects of your work. You deliver constructive feedback and can motivate others.

<b>Personal Attributes</b>	
<b>Client Focused</b>	
<b>Collaborative</b>	
<b>Adaptable</b>	
<b>Dependable and strong work ethic</b>	

<b>Employment Screening</b>	
<p>Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT &amp; Tasmania, a NDIS National Worker Screening Check (NDISWC) and a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. Work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and 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.</p>	
<b>Required screening</b>	
<input checked="" type="checkbox"/> Police Check	<input 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 type="checkbox"/> Other
<b>Acknowledgment</b>	
<p>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.</p>	
<p>I have been made aware how to access MS Plus policies and procedures for future reference.</p>	
<p>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 and Culture representative.</p>	
<p><i>Signed</i> Employee</p>	
<p><i>Signed</i> Manager</p>	