

Position Description

Position	Employment Support Clinician
Reporting to	Service Delivery Manager / Team Lead
Division	Consumer Directed Care
FTE	
Location	Blackburn / Lidcombe / Hobart / Deakin

Organisation

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.

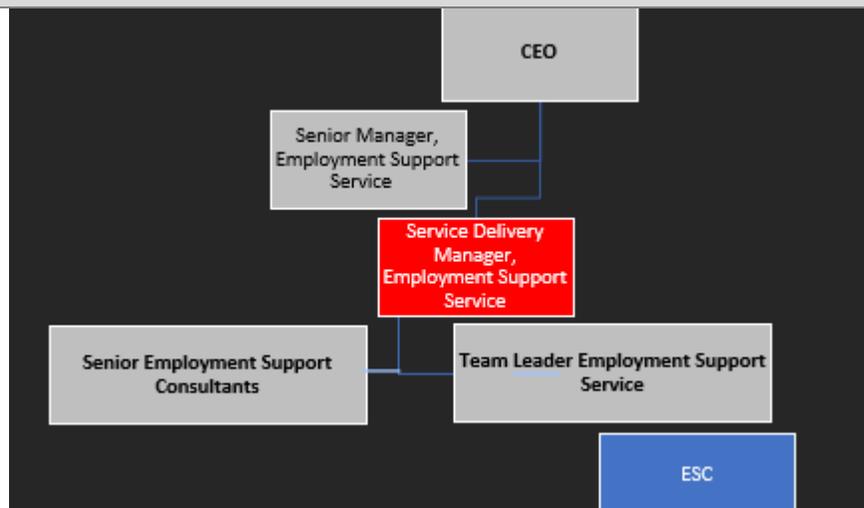
Role Purpose

The Employment Support Clinician (ESC) will support participants diagnosed with Multiple Sclerosis and acquired neurological conditions to achieve their goals in maintaining or obtaining their chosen employment in the open labour market. The ESC is responsible for the provision of high-quality disability employment services to participants with Multiple Sclerosis in accordance with the Inclusive Employment Australia Deed and MS Plus Policies and Procedures.

This role will

- Provide tailored individual support to a person(s) diagnosed with Multiple Sclerosis and may also provide advice to employers and a range of stakeholders.
- Manage a caseload of participants
- Contractual administration

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic Leadership	<ul style="list-style-type: none"> • Actively support MS Plus purpose, values, aspiration, and strategic vision

	<ul style="list-style-type: none"> • Operate in line with MS Plus policies, procedure, and practices • Promote and work within MS Plus customer service delivery principles • Positively and constructively represent MS Plus to external contacts at all opportunities • Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying • Actively demonstrate professional behaviours and standards • 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 workplace
Key focus area	Success factors
Operational Leadership	<ul style="list-style-type: none"> • Facilitate and /or conduct assessments to establish participant's status and needs and identify any vocational barriers and non-vocational barriers impacting current employment or preventing the individual from finding new employment • Coordinate case load of participants • 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, prescribing 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 • Liaise with Employment Development Consultant (EDC) and provide support to participants and employers as required when job seekers are placed in new employment and monitor progress • Refer clients to other MS Plus services or external providers as appropriate • Write reports summarising the outcome of vocational and workplace assessments, providing recommendations to address vocational barriers • Complete job plans for all participants and regularly monitor and review plans • Complete all mandatory documentation • Effective ability to educate and communicate the needs of an employee with MS (or a acquired neurological condition) to an employer to promote a supportive work environment • Ensure all client files and progress notes are kept up to date in accordance with the Inclusive Employment Australia Deed and Guidelines. • Participate in organisational quality processes
Key focus area	Success factors
People Leadership/ Relationship Management	<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 MS Plus, facilitate participant access to service provision and enhance the organisation's relationship with the community. • Build and maintain effective relationships with colleagues, participants and

	<p>their carers.</p> <ul style="list-style-type: none"> • Establish close working relationships and communicate regularly with Service Delivery Manager, Employment Support Officer(s), Team Leaders, Senior Employment Support Clinicians, and Employment Development Consultant(s). • Work as a collaborative and supportive team member and share specialist knowledge. • Share information and ideas with the team and other MS Plus 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.
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> • Deliver employment support services to participants with MS and acquired neurological conditions in accordance with departmental guidelines, Deed and service guarantee. • Maintain professional standards in accordance with relevant regulatory body (e.g. AHPRA registration) and professional body. • Complete training required to maintain currency and standards.

Qualifications/Work Experience

Essential	<ul style="list-style-type: none"> • Tertiary qualifications in Allied Health - Occupational Therapy, Physiotherapy, Exercise Physiology or related discipline. • Registration with an appropriate registration body e.g., AHPRA, ESSA
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Knowledge and Key Selection Criteria

Essential	<ul style="list-style-type: none"> • Experience and understanding of disability employment (DES prior to Nov 2025, Inclusive Employment Australia post Nov 2025) ESS Work Assist Deed and Guideline requirements. • Demonstrable understanding of and commitment to working with people who have a disability related to MS or neurological condition/s. • Proven ability to share knowledge whilst maintaining and coordinating a participant caseload. • Ability to work autonomously and as part of a team.
Desirable	<ul style="list-style-type: none"> • Experience leading and supervising allied health professionals. • Five years' previous clinical experience and two years Employment Support Clinician experience • Current driver license

Key Competencies

Key Focus Area	Demonstrated competency
Financial Management	You ensure purchased supports for clients are delivered in accordance with business rules/ budget.

Reflective Practice	You actively contribute and show leadership in reflective practice group meetings and supervision.
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 efficiently 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
Written and Oral Communication	You convey information in a way that is confident, professional, and easy for others to understand whatever their level.
Interpersonal skills	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.

Personal Attributes

Client Focused

Collaborative

Adaptable

Dependable and strong work ethic

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, 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.

Required screening

<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

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 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 and Culture representative.

Signed

Employee

Date

Signed

Manager

Date