

Position details

Position title	Employment Development Consultant		
Division	Employment Services	Department	Employment Services
Emp type	Full Time + Part Time	Classification	Award: SCS Level 3
Reports to	Employment Services Leader	Location	Various within Queensland

Our organisation

For the past 60 years, MS Queensland has provided information, care and support to Queenslanders diagnosed with MS, and more recently, other chronic progressive neurological conditions. MS Queensland is the first choice for MS information, education, treatment, care and support across Queensland. Our experience, knowledge, understanding, and heart make us the first choice to support people living with MS and other chronic, progressive neurological conditions.

Our vision

Our vision is a world free from Multiple Sclerosis (MS) and its devastating impact.

Our purpose

Our customers are at the heart of everything we do. Our purpose is to help people living with chronic, progressive neurological conditions to get the best out of life; to advocate for change and to find a cure

Our values

We are passionate about our cause and embody the values of commitment, collaboration, community, and respect in our roles every day.



RESPECT

With integrity always



COMMUNITY

Connecting with shared purpose



COMMITMENT

Giving it your all



COLLABORATION

Together unleashing potential

DOCUMENT & VERSION CONTROL

Document name	PD-Employment Development Consultant	Approval date:	22/08/2025
Document owner	EGM, People, Culture & Employment Services	Scheduled review:	22/08/2027
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Position purpose

The Employment Development Consultant (EDC) focuses on delivering tailored employment services and combines the core responsibilities of employer engagement and direct client support to achieve sustainable employment outcomes for people with disabilities. This role involves reverse marketing, job readiness coaching, and delivering tailored support to both clients and employers.

This role specifically works with clients registered to the Specialist MS and Other Acquired Neurological Conditions Program, servicing clients who commence in the service outside of the Ongoing Support phase. The EDC builds relationships with employers to create inclusive job opportunities, facilitates job readiness activities, and ensures clients receive comprehensive support throughout their employment journey. They also conduct workplace assessments to promote accessibility and cultural safety while advocating for reasonable adjustments.

Key relationships

INTERNAL

- Key personnel within Corporate Services, Customer Impact, People & Culture, Service Impact and Supporter Impact.
- Employment Services Team
- Customer Support Team
- Support Coordination Team
- Allied Health Team

EXTERNAL

- Job seekers
- Employers
- Community Partners ie CoAct, Generalist Providers, etc.
- Community service providers

Key accountabilities

INDIVIDUALISED JOB SEARCH SUPPORT

- Provide personalised 1:1 job search assistance that aligns with each client's strengths, challenges, and preferences.
- Support clients in accessing job search platforms, employment services, and government resources.
- Identify and address barriers to employment, including those related to disability and personal circumstances.
- Deliver post-placement support to ensure long-term employment retention.
- Support a minimum of 10 clients per week with individualised job search strategies.
- Maintain accurate client records, including session attendance, contact notes and feedback.
- Demonstrate improved client engagement and progression to interviews and employment.
- Ensure all client milestones are tracked and reported accurately.

ONBOARDING AND INITIAL APPOINTMENT

- Facilitate comprehensive onboarding for all new clients, ensuring a clear understanding of available services and their rights.
- Assist clients to engage with the Campus Client Portal and understand reporting obligations through Workforce Australia Online Portal.
- Conduct thorough initial assessments to understand each client's strengths, employment goals, health-related needs, and potential barriers.
- Co-develop an individualised Job Plan that aligns with the client's aspirations and work capacity, ensuring clear next steps and tailored support.
- Ensure all client information, including assessments and Job Plans, is accurately documented and updated in JobReady.
- Record Job Match attributes and vocational information for clients in JobReady.
- Complete the MS Vocational Assessment for all new clients commenced in the Intensive service.

PERSONALISED CLIENT SUPPORT AND ONGOING SERVICING

- Offer consistent follow-up to track client progress, address emerging challenges, and maintain engagement through regular contacts.
- Assist clients to create and maintain a Campus Career Action Plan, and associated goals, actions, and progress payment activities.
- Identify and resolve barriers to employment through appropriate referrals to support services and internal resources, documented in WAOP.

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- Case conference with the Employment Support Clinician to ensure a supported handover of Client support upon placement.

- Maintain a schedule of forward appointments to support ongoing eligibility of service fees.

JOB READINESS AND EMPLOYMENT PREPARATION

- Facilitate job readiness workshops or 1:1 support addressing key skills such as resume writing, interview techniques, and professional presentation.

- Provide guidance on navigating job search platforms (Including the Campus Jobs Board), employer expectations, and workplace culture.
- Deliver interactive learning methods (e.g., mock interviews) to boost client confidence and readiness.

EMPLOYER ENGAGEMENT

- Build and maintain strong employer relationships through proactive outreach and tailored marketing of client skills.
- Identify and promote inclusive job vacancies, ensuring they align with the capabilities of the caseload.
- Educate employers on disability accommodations, wage subsidies, and best practices for an inclusive workforce.

- Understand how diversity and inclusion initiatives can be applied in the workplace and effectively articulate to employers and partners the value, proposition, benefits and incentives of employing program participants.

CUSTOMISED EMPLOYMENT AND ONGOING RETENTION

- Conduct task analysis to align job roles with client skills, facilitating job carving and work trials.

- Provide post-placement support, ensuring clients and employers receive timely assistance to sustain employment.

WAGE SUBSIDY AND JOB ACCESS MANAGEMENT

- Negotiate and process wage subsidies and Job Access applications with employers and clients, ensuring eligibility and adherence to program guidelines.

- Document all wage subsidy offers and approvals in JobReady, ensuring timely employer communication.

PERSONAL BOUNDARIES & ROLE LIMITATIONS

- Understand personal and professional boundaries and be clear of the responsibilities of the role.

- Acknowledge personal limitations and physical capacity prior to assisting in the delivery of MS Queensland activities.

CONTINUOUS PROCESS/SYSTEMS IMPROVEMENT

- Always embrace feedback and the value in continuous improvement of all aspects of your role and broader business processes to strive towards operational effectiveness.

- Provide collaborative advice, direction and support to the internal stakeholders as required to support the development of operational and strategic business objectives.

PERSONAL WORKPLACE HEALTH & SAFETY

- Actively participate in a culture of safety by promoting, and ensuring understanding of, and application of safe work practices amongst your team and colleagues.
- As far as reasonably practicable, ensure you eliminate risk to the health and safety of yourself and your workers by providing a safe work environment and appropriate safe equipment.

- Ensure that all work-related incidents and hazards within your area of control are reported, investigated, and controlled.
- Adhere to responsibilities as outlined in the MS Queensland Workplace Health & Safety policies and procedures along with actively participating in all safety initiatives.

OTHER DUTIES

- Capacity to perform any other duties associated with MS Queensland's business objectives as reasonability directed by appropriate personnel.

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Shared behaviours

Together unleashing potential

- Shares knowledge, information, and learnings appropriately and clearly
- Seeks out, encourages, and uses feedback with an open mind
- Coaches, supports, recognises, encourages, and mentors other appropriately and sensitively
- Builds and maintains quality interpersonal relationships through open curiosity
- Encourages diversity in ideas and innovative thinking

Giving it your all

- Pursues performance goals that are strategically aligned and consistently performs
- Builds on personal skills and knowledge
- Demonstrates resilience
- Operates with a sense of continuous improvement and self-reflection

Connecting with shared purpose

- Puts the community at the heart
- Considers others when making decisions
- Advocates for MS Queensland services
- Approaches work with optimism
- Puts wellbeing first
- Integrates customer and community feedback

With integrity always

- Is inclusive, supportive, and empathetic
- Effectively offers feedback and raises concerns
- Is open, honest, and consistent
- Appropriately shares information
- Behaves in accordance with the Code of Conduct

Qualifications & attributes



PERSONAL ATTRIBUTES

- 3+years of industry experience working either in a generalist or specialist employment services provider.
- Relevant tertiary qualifications (Cert IV or higher) or equivalent experience within Community Services, Employment Services, Disability Support, Care Development, etc. highly desired.
- Previous experience and/or ability in recruitment, job matching and placement within the disability sector is advantageous.
- Level of physical capacity commensurate with the responsibilities and requirements of the position.
- Ability to understand and abide by the MS Queensland's Code of Conduct and other relevant policies and procedures.
- Ability to prescribe to MS Queensland's mission, goals and organisational values.



RELATIONSHIPS

- Demonstrated understanding and commitment to working with people who have a disability and sound knowledge of the employment barriers that individuals with a disability face when trying to maintain or look for employment, including showing empathy for the needs of other people.
- Customer focused with exceptional listening, influencing and problem-solving skills.
- Ability to work autonomously and in a multi-disciplinary team environment.

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Qualifications & attributes



RESULTS

- Excellent written and verbal communication skills, presentation, and interpersonal skills, including the capacity to liaise with individuals at all levels in a professional, confident, engaging and timely manner.
- Ability to maintain minimum contact schedule with customers (weekly/fortnightly/monthly) to ensure achievement of program outcomes, ie 12-week, 26-week and 52- week outcomes and ongoing support quarterly outcomes.
- Maintain compliant records and meet KPI requirements in line with the program guidelines.
- Applies initiative to find solutions and understand the key contract levers that are important in getting customers into jobs.



RESOURCES

- Demonstrated competence in computer applications (Microsoft Office Suite) and Employment Service Systems, including but not limited to Job Ready, etc.



OTHER KEY REQUIREMENTS

- Compliance Screening – Must be obtained and held a positive clearance while engaged with MS Queensland including:
 - NDIS Worker Screening Check (formerly Yellow Card)
 - Working with Children Check (Blue Card)
 - Positive National Police Check
- Completion of NDIS Online Worker Training Module (prior to commencement).

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