

## Job Specification

<b>Job Title</b>	Multiple Sclerosis (MS) Case Worker in collaboration with the HSE Physical & Sensory Team
<b>Location of Post</b>	<i>Enterprise Centre Dublin Rd. Castleblaney Co. Monaghan</i>
<b>Organisational Area</b>	Cavan Monaghan CHO1
<b>Details of Service</b>	<p>In Cavan/Monaghan the MS Society provides a support service to people with MS in collaboration with the Adult Physical and sensory team who provide a multidisciplinary service to adults aged between 18 and 65years, who present with</p> <ul style="list-style-type: none"> <li>• Static and progressive neurological conditions</li> <li>• Traumatic and non-traumatic brain injury</li> <li>• Other physically disabling Neurological conditions</li> </ul> <p>(In line with the national strategy and policy for the provision of neuro-rehabilitation services in Ireland, Implementation Framework 2019-21).</p> <p>The post holder will provide a service to persons who have a diagnosis of Multiple Sclerosis (MS). Prioritising newly diagnosed and those availing of the HSE Physical and Sensory Disability Services</p>
<b>Reporting Relationship</b>	MS Ireland Services Manager
<b>Purpose of the Post</b>	<p>To respond to contacts made by People with MS (PwMS), their families and Allied Health Care Professionals. Provide support and information to enable and empower PwMS to manage their condition so as to have the best quality of life possible. This role involves both Case Management and Community Development.</p> <p><b>Case management</b> is a system for the planning, co-ordination and delivery of services using individually tailored care plans, having a person-centred approach and a multi-disciplinary focus.</p> <p>The post holder is required to work in collaboration with the Adult Physical and Sensory Disability team (APSD) in the community providing physical, psychological and emotional support to service users and their families with MS</p> <p>In collaboration with the Adult Physical &amp; Sensory Team the MS Case Worker will:</p> <ul style="list-style-type: none"> <li>• Facilitate and co-ordinate access to services for persons with MS</li> <li>• Assist in the development of the MS Care Plan in relation to supporting the service user to access services that are required, and thus ensure an integrated and co-ordinated service delivery to service users with MS.</li> <li>• Identify service pressures and service development needs and communicate these via the services planning cycle of the Adult Physical and Sensory disability team, to the National Services of MS Ireland, Manager Physical and Sensory Disability Services locally or the Area Manager of Disabilities Services</li> <li>• Ensure that service users being discharged to their home have been assessed and have an agreed care plan which is agreed with the service user with input from key personnel involved in supporting the service users</li> <li>• Contribute to the development of care plans for individuals with MS in the</li> </ul>

	<p>catchment area including supporting the agreed packages of home support.</p> <ul style="list-style-type: none"> <li>• Provide practical and professional support to individuals, their families and/or carers, and other health care professionals.</li> <li>• To advocate on behalf for the individual with MS and/or family members in respect of concerns and/or requirements following an admission in conjunction with relevant allied health care professionals. Link service users and their families with available local services where appropriate</li> <li>• Negotiate and influence service providers in helping to meet specific needs of individuals and groups of persons with MS.</li> <li>• To facilitate communication between persons with MS and service providers, both statutory and non-statutory.</li> <li>• Update NAAS in relation to clients with MS and liaise with Database Personnel. as required</li> <li>• Establish contacts within medical and rehabilitation services.</li> <li>• To maintain a high standard of record keeping in line with professional practices.</li> </ul> <ul style="list-style-type: none"> <li>• To make appropriate referrals to Occupational Guidance, ETB, Department of Social Protection and other relevant agencies</li> <li>• Work in collaboration with the local Physical and Sensory Disability Team and attend team meetings in relation to People with MS and reviews as required</li> </ul> <ul style="list-style-type: none"> <li>• Referral to other services e.g. day services, as required.</li> <li>• Referral to other professional's e.g. occupational therapy, Physiotherapy, Psychology.</li> <li>• Liaise with hospital, rehabilitation centre or other acute and post-acute services.</li> <li>• Complete assessments as required e.g. home support, and person centred plans for review/decision with the appropriate resource provider.</li> <li>• Providing information to the individual and families in respect of how MS may be affecting them across their journey with MS..</li> </ul> <p>COMMUNITY DEVELOPMENT:</p> <p>To ensure that programmes, identified by MS Ireland, are available within existing resources in the Region e.g. Getting the Balance Right, Newly diagnosed etc.</p> <p>To respond to requests and provide information to MS Ireland's Advocacy Department.</p> <p>To link and develop appropriate working relationship with the HSE but specifically with the Primary Care Structures.</p> <p>To identify and apply for additional sources of funding and/or resources, e.g. Lottery, community grants, etc. to fund the provision of identified programmes.</p> <p>To work closely with local Branches to ensure that effective communication is maintained between local Branches and the regional office.</p> <p>To plan Regional integrated meetings with local Branch network.</p> <p>To plan public awareness/World MS Day seminars and others according to the local resources/ environment /needs.</p>
<p><b>Principal Duties and Responsibilities</b></p>	<p>To collaborate with the HSE Physical and Sensory Team and relevant voluntary agencies in the provision of comprehensive service for with a diagnosis of MS.</p> <p>To develop a supportive relationship with people with MS and their families.</p>

	<p>Undertake comprehensive assessment to include social and emotional elements of care.</p> <p>Use the outcomes of assessments to develop and implement plans of care/case management in conjunction with the multi-disciplinary team (MDT) and the service user, family and/or carer as appropriate.</p> <p>Accept appropriate referrals from MDT meeting.</p> <p>Communicate with the person, family and /or carer as appropriate, to assess needs and provide relevant support, information, education, advice and counselling as required.</p> <p>Where appropriate work collaboratively with MDT colleagues across Primary and Secondary Care to provide a seamless service delivery to the person, family and/or carer as appropriate.</p> <p>Identify and promote specific symptom management strategies as well as the identification of triggers which may cause exacerbation of symptoms. Provide people with MS with appropriate information on self-management strategies and escalation pathways</p> <p>Identify health promotion priorities for the person, family and/or carer and support the person self-care in line with best evidence. This will include the sign posting to educational and health promotion material which is comprehensive, easy to understand and meets the person's needs.</p> <p>To set goals in conjunction with client family and multidisciplinary team</p> <p>To contribute to the development of person centred plans/care plans in conjunction with the client and or voluntary private care providers based on support need and requirements.</p> <p>To encourage the service user to set personal goals.</p> <p>To develop strategies to achieve identified goals</p> <p>Ensure that all persons and families are supported to work towards the attainment of their individual goals.</p> <p>Promote the health, welfare and social wellbeing of the service user within the community</p> <p>To maintain confidentiality</p> <p>To liaise with the service user, their families, and other agencies in the provision of support.</p> <p>To help service users and families identify appropriate service requirements e.g. respite and provision of support</p> <p>To maintain an accurate record system of all client data.</p> <p>Identify and agree appropriate referral pathways for the person within the Adult Physical and Sensory Team.</p> <p>Participate in case review with MDT colleagues.</p> <p>Use a case management approach to the person with MS in collaboration with MDT in both Primary and Secondary Care as appropriate.</p> <p>Advise family members in developing a greater understanding and acceptance of the person's diagnosis and provide them with the necessary reassurance and</p>
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	<p>support.</p> <p>Communicate, negotiate and represent the person's family and/or carer values and decisions in relation to their condition in collaboration with MDT colleagues in both Primary and Secondary Care as appropriate.</p> <p>Develop and support the concept of advocacy, ensuring that the dignity of the person is maintained and respected and the welfare of the person is given paramount importance.</p> <p>Establish, maintain and improve procedures for collaboration and cooperation between Acute Services, Primary Care and Voluntary Organisations as appropriate.</p> <p>Proactively challenge any interaction which fails to deliver a quality service to the person.</p> <p>Attend team meetings within the HSE Physical &amp; sensory team and MS Ireland meetings and planning sessions as necessary</p> <p>Have a working knowledge of HIQA standards and other standards as they apply to the role for example Standards of Healthcare, National standards for the prevention and control of healthcare associated infections, Hygiene standards etc. Be aware of the National Neurorehabilitation Strategy.</p> <p><b><u>Health &amp; Safety:</u></b></p> <p>These duties must be performed in accordance with local organisational and the HSE health and safety policies. In carrying out these duties the employee must ensure that effective safety procedures are in place to comply with the Health, Safety and Welfare at Work Act (2005). Staff must carry out their duties in a safe and responsible manner in line with MS Ireland's policies and procedures.</p> <p><b><u>Quality, Risk and Safety Responsibilities</u></b></p> <p>It is the responsibility of all staff to:</p> <p>Participate and cooperate with legislative and regulatory requirements with regard to quality, risk and safety.</p> <p>Comply with Health Service Executive (HSE) Complaints Policy.</p> <p>Ensure completion of incident/near miss forms and clinical risk reporting.</p> <p>The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/ or experience</b></p>	<p><b><u>Professional Qualifications, Experience, etc.</u></b></p> <p>Degree level health and social care qualification/Allied Health Professional Qualification (e.g. social work, social care, occupational therapy, psychology, physiotherapy speech &amp; Language therapy etc.)</p> <p>Knowledge of MS and experience working with clients with a physical and sensory disability is desirable but not essential</p>

	<p>And</p> <p><b>4. <u>Health</u></b></p> <p>Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>5. <u>Character</u></b></p> <p>Candidates for and any person holding the office must be of good character.</p>
<p><b>Post Specific Requirements</b></p>	<p>Full clean Driving Licence</p>
<p><b>Skills, competencies and/or knowledge</b></p>	<p>Demonstrate:</p> <ul style="list-style-type: none"> <li>• Experience and knowledge of working with adults, families in disability services.</li> <li>• Knowledge and or experience of working with people patients affected by neurological conditions</li> <li>• Knowledge and experience of assessment of need and risk assessment tools.</li> <li>• Broad knowledge of MS Ireland and HSE services, particularly within the area of physical and sensory disabilities which provides a broad range of supports and services to clients in this catchment area. The services works in partnership with voluntary agency sector to assist people with disabilities to develop their full potential retain maximum independence and improve opportunities for full inclusion into the community.</li> <li>• Comprehensive knowledge of theoretical and practice issues pertaining to providing a case coordination service to those with a disability.</li> <li>• Experience and knowledge of showing leadership as relevant to the role.</li> <li>• Strong planning and organising skills including, structuring and organising own work load effectively.</li> <li>• The ability to take responsibility and be accountable for the delivery of agreed objectives</li> <li>• Flexibility and willingness to adapt, positively contributing to the implementation of change</li> <li>• An ability to work flexibly and collaboratively with the multidisciplinary team</li> <li>• Experience or an ability to respond appropriately to crisis situations as necessary</li> <li>• Demonstrate excellent interpersonal skills</li> <li>• Knowledge and experience of report writing skills</li> <li>• Experience of working on own initiative</li> <li>• Experience of responding and acting in emergency situations.</li> <li>• The ability to formulate a plan of support for individuals with MS based on finding and evidence based standards of care and practice guidelines.</li> <li>• The ability to follow up and evaluate a plan of support.</li> <li>• Knowledge of health promotion principles/coaching/self-management strategies that will enable people to take greater control over decisions and actions that affect their health and wellbeing.</li> <li>• Evidence of computer skills including use of Microsoft Word, Excel, E-mail,</li> </ul>

	<p>PowerPoint.</p> <ul style="list-style-type: none"> <li>• Familiarity with Social Media</li> </ul> <p><b><u>Communication and Interpersonal Skills</u></b></p> <ul style="list-style-type: none"> <li>• Effective communication skills.</li> <li>• Ability to build and maintain relationships particularly in the context of MDT working.</li> <li>• Ability to present information in a clear and concise manner.</li> <li>• Effective presentation skills.</li> </ul> <p><b><u>Organisation and Management Skills:</u></b></p> <ul style="list-style-type: none"> <li>• Evidence of effective organisational skills including awareness of appropriate resource management.</li> <li>• Ability to attain designated targets, manage deadlines and multiple tasks.</li> <li>• Ability to be self-directed, work on own initiative.</li> <li>• A willingness to be flexible in response to changing local/organisational requirements.</li> </ul> <p><b><u>Building &amp; Maintaining Relationships including Team and Leadership skills</u></b></p> <ul style="list-style-type: none"> <li>• Leadership, change management and team management skills including the ability to work with MDT colleagues.</li> </ul> <p><b><u>Commitment to providing a quality service:</u></b></p> <ul style="list-style-type: none"> <li>• Awareness and respect for the service users views in relation to their care.</li> <li>• Evidence of motivation by on-going professional development.</li> </ul> <p><b><u>Analysing and Decision Making</u></b></p> <p>Effective analytical, problem solving and decision making skills.</p>
<p><b>Competition Specific Selection process</b></p>	<p>MS Ireland recruitment, interview and selection processes will apply. If you are interested in applying for this position, please send a detailed CV to <a href="mailto:recruitment@ms-society.ie">recruitment@ms-society.ie</a> before 1 July 2022.</p> <p><b>MS Ireland is an equal opportunities employer</b></p>

