



Our Organisation

The Migrant Resource Centre (Southern Tasmania) Inc. (MRC) is a not-for-profit organisation which was established in 1979 by migrants who recognised the unique and complex needs of the Tasmanian migrant community

The Migrant Resource Centre's operating environment is driven by an understanding of client and community needs, fostered through ongoing engagement. Our services are focused on achieving outcomes for people from culturally and/or linguistically diverse backgrounds and the Migrant Resource Centre is recognised as a quality service provider, with a strong reputation for expertise.

The Migrant Resource Centre believe that with the right support, people from refugee backgrounds make extraordinary contributions and become outstanding members of society.

Vision

Our vision is for an equitable, just, culturally diverse and inclusive society.

Mission

Our mission is to inspire and support culturally diverse communities to reach their full potential.

Our Staff

The Migrant Resource Centre fosters an environment where all workers demonstrate an understanding that each of us is individually responsible for the collective success of the organisation.

The Migrant Resource Centre is committed to the health, safety and wellbeing of its workers and all workers must comply with a broad range of statutory requirements. These requirements include but are not limited to; workplace health and safety, privacy, confidentiality including intellectual property and restraint, as well as obligations which relate to governmental and agency funding obligations.

The Migrant Resource Centre requires workers to comply with organisational policies and procedures, which relate to legislative and statutory requirements as well as those specific to the work environment.

Here at the Migrant Resource Centre we appreciate our workers and ask that you attend and actively participate and contribute to meetings and other activities which relate to the Migrant Resource Centre.

We Value and Promote

- The principles of social justice, dignity and respect.
- Diversity.
- Collaborative community participation in an environment of inclusiveness.
- Culturally appropriate services to individuals and communities.

Position Description

POSITION TITLE	Aged Care Services Intake Officer / Client Worker
JOB TYPE:	37.5 hours per week, Fixed-term
LOCATION:	Glenorchy / Greater Hobart
SUPERVISOR/MANAGER:	Manager Aged Care Services
AWARD/LEVEL:	SCHADS Level 5

AGED CARE SERVICES PROGRAM AREA

The Migrant Resource Centre (MRC) provides access to valued services and promotes the needs of multicultural communities. The MRC's strategic focus is supported by an understanding of client and community needs, fostered through ongoing engagement. Aged Care Services provides services to support Culturally and Linguistically Diverse (CALD) frail aged, younger people with disabilities and their carers through the Commonwealth Home Support Program (CHSP), Home and Community Care (HACC), Partners in Culturally Appropriate Care (PICAC), and Consumer Directed Care (CDC) Home Care Packages.

PRIMARY PURPOSE

This position is responsible for the delivery of intake, referral and assessment processes for clients eligible for support from the MRC's Aged Care Services, as well as providing individual client support and social support determined by individual needs.

POSITION RESPONSIBILITIES & MEASURES

Key responsibilities of the Intake Officer / Client Worker will include but are not limited to:

1. Intake, Assessment and Referrals

- (a) Plan, coordinate and implement intake, assessment and referral services for clients eligible for Aged Care Services in accordance with contractual and service delivery requirements.
- (b) Administer and maintain individualised care plans for service users.
- (c) Provide clear and accurate information to clients regarding all aspects of their package and service agreement.
- (d) Liaise with client workers, case managers, accounts and any relevant external parties.
- (e) Maintain an understanding and knowledge of current legislation and practices relevant to aged care and people with disabilities.

2. Client Caseload Management

- (a) Manage time and prioritise effectively to ensure client's needs are met
- (b) Plan, coordinate, implement and administer appropriate services that enable clients to remain independent through facilitation and referrals.
- (c) Provide information, advice and referral services when clients require
- (d) Follow best practice in providing a wellness approach to clients: doing more 'with' them rather than 'for' them
- (e) Provide expert advice regarding ageing clients from CALD backgrounds to other employees and volunteers
- (f) Develop care plans and appropriate services for clients, and respond to client inquiries

Position Description

3. Relationship Management

- (a) Develop sound relationships with clients, carers and families
- (b) Adapt interpersonal skills to negotiate participation and inclusion in pre-determined activities
- (c) Develop and maintain collaborative working relationships with external agencies and organisations
- (d) Maintain effective working relationships within the Aged Care Services program through knowledge and information sharing
- (e) Supervise staff and volunteers when needed
- (f) Show respect and sensitivity towards cultural and religious differences

4. Compliance

- (a) Maintain case work records to a professional standard in a timely manner
- (b) Demonstrate compliance with prescribed quality standards and continuous improvement models
- (c) Record daily activities reflecting outputs
- (d) Provide reports as required
- (e) Provide budget and financial information as required

5. Work, Health and Safety

- (a) Understand and comply with WH&S policies and procedures and legislative requirements
- (b) Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace
- (c) Identify risks and support risk management processes

6. People and Culture

- (a) Champion the values and principles of the MRC within all aspects of our work
- (b) Contribute to the building of a culture of respect and understanding where employees are supported and motivated to perform at their best

7. Personnel

- (a) Participate in internal individual consultation and supervision on a monthly basis.
- (b) Participate in educational and professional development programs.

8. Other duties

- (a) Perform other duties as required

Position Description

COMPETENCIES

Essential:

Adhering to principles and values

- Upholds organisation's ethics and values
- Demonstrates integrity

Working with people

- Demonstrates an interest in and understanding of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

Planning and organising

- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Monitors and maintains quality and productivity
- Consistently achieves project goals

Deciding and initiating Action

- Makes prompt, clear decision which may involve tough choices or considered risks
- Takes responsibility for actions, projects and people
- Takes initiative, acts with confidence and works under own direction

Applying expertise and technology

- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates an understanding of different organisational departments and functions

Desirable:

Adapting and responding to change

- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences

Coping with pressures and setbacks

- Works productively in a high pressure environment
- Maintains a positive outlook at work

Position Description

SELECTION CRITERIA

Essential

- Tertiary qualification or equivalent experience in a relevant field
- Knowledge of Aged Care standards, guidelines and packages
- Knowledge of Consumer Directed Care and NDIS
- Well-developed interpersonal skills
- Strong skills in use of Microsoft Office, My Aged Care, etc.
- Current drivers licence

Desirable

- Experience working with Aged Care clients
- Experience working with Culturally and Linguistically Diverse peoples
- Experience within the not for profit sector

Applications must be received by 5:00pm MONDAY 18 SEPTEMBER 2017.

Please include the names and contact details of two (only) recent referees.

Please email your resume and statement addressing the selection criteria to:
employment@mrchobart.org.au