



Our Organisation

Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that works alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive. We provide effective, targeted and meaningful services in the South, North and North West of the State.

Our Vision

A vibrant and diverse lutruwita/Tasmania, where everyone is included and everyone belongs.

Our Mission

To work alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive.

Values

Respect; Inclusion; Compassion; Integrity; Innovation; Collaboration

Our People

Migrant Resource Centre Tasmania promotes an environment where all workers are responsible for the success of the organisation and positive outcomes for our clients and our community. Our depth of experience and cultural diversity is considerable. We take advantage of this specialist knowledge and encourage open communication, innovation and creative thinking.

We care about our workers and are committed to supporting the health, safety and wellbeing of everyone at MRC Tas. Our staff and volunteers are our most valued asset and are a critical factor in the quality of services we provide. We are committed to the health and wellbeing of our people, encourage skill extension, and competency development and will endeavour to be flexible to individual circumstances. We want our workers to benefit from their experience, be resilient and accountable and demonstrate the behaviours and values important to our organisation.

Position Title:	Team Leader, Aged and Community Services
Supervisor / Manager:	Manager, Aged and Community Services
Award and Level:	SCHADS Level 6

ABOUT AGED AND COMMUNITY SERVICES

The Migrant Resource Centre Tasmania (MRC Tas) 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.

MRC Tas Aged and Community Services support Culturally and Linguistically Diverse (CALD) older people and their carers through the Home Care Package Program (HCP), Commonwealth Home Support Program (CHSP), Home and Community Care Program (HACC), the Carer Gateway Program, and Partners in Culturally Appropriate Care Program.

PRIMARY PURPOSE OF THE POSITION

The Team Leader works under limited direction of the Manager of Aged and Community Services and undertakes analysis/design for the development and maintenance of the Home Care Package, Commonwealth Home Support Program and Home and Community Care program to ensure the needs of older people from CALD backgrounds are identified and addressed. The position provides supervision to care managers/client services workers and as required, Bilingual Support Workers and volunteers. The position ensures service delivery is in accordance with legislation, Aged Care Quality Standards and agency policies and procedures. The position provides limited direct care management.

POSITION RESPONSIBILITIES

Key responsibilities will include, but are not limited to:

Position Specific

1. Program Activities

- Responsible for the delivery of Home Care Packages, and CHSP, (including transition of these to Support at Home) and Home and Community Care (individual and specialised support) ensuring quality service delivery in line with the Aged Care Act 2024, Strengthened Aged Care Quality Standards, legislation and other prescribed standards and policies and procedures.
- Provides supervision to care managers and client service officers, including the provision of clinical advice and guidance to support older persons accessing MRC Tas aged care services.
- Uses evidence based and standardised assessment tools for clinical assessments and reviews of care needs, risk and vulnerability assessment and management, and care management plans and reviews for older people.
- Provides timely clinical assessments of older people who experience a health incident or deterioration in health and provides advice on clinical care

requirements, ensuring access to appropriate services and support, and/or providing direct clinical care as required.

- e) Contributes to the Clinical Governance of the Aged care service.
- f) Provides direct care management for a small number of people registered with MRC Tas for Home Care Packages, including case management, and administer and maintain individualised care plans and budgets.
- g) Liaise with Health Care Professionals for referrals, and other stakeholders.
- h) Contributes to the review and development of agency policies and procedures in conjunction with the Manager Aged Care and Community Services to ensure appropriate service delivery.
- i) Assists with the preparation of program budgets and expenditure in liaison with the Manager of Aged and Community Services.
- j) Assists the Manager Aged Care and Community Services to ensure brokered service compliance with contractual requirements.
- k) Represents MRC Tas in Aged Care network meetings and forums.

2. Reporting

- a) Ensures all client information and data is reported appropriately within systems.
- b) Develop, implement and review client feedback on an ongoing basis.
- c) Collect data, information and evaluations to develop and provide Performance Reports and Audits as required by funding organisations.

3. Leadership and Supervision

- a) Provide supervision and leadership of staff and volunteers working in Home Care Packages, and Commonwealth Home Support Program /HACC (Individual and specialised support).
- b) Assists the Manager Aged Care and Community Services with recruitment and professional development planning.
- c) Sets outcomes for lower classified staff.
- d) Provide payroll shift information to the Manager and Payroll.
- e) Establish priorities and monitor workflow in areas of responsibility.

Organisational

1. 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 enhance risk management processes.
- d) Champion the values and principles of the MRC Tas within all aspects of our work.
- e) Contribute to the building of a culture of respect and understanding where employees are supported and motivated to perform at their best.

2. Personnel

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

3. Other duties

- a) Perform other duties as required commensurate with Award level.

Essential Competencies

Universal Competencies

Effective communication and collaboration

- Uses language that demonstrates respect for clients and family/carers, colleagues and stakeholders at all times
- Provides clear, concise information to others in verbal, written, electronic, and other communication methods for internal and external interactions
- Listens actively and empathetically to the views of others

Responsible, Professional, Safe & Ethical

- Offers the use of interpreter services and engages interpreters according to current policies processes and sharing team responsibilities
- Is prepared to participate in and openly discuss issues surrounding complaints processes, and utilises the appropriate guidelines

Planning & Organising

- Contributes to preparation of procedures and work practices, formation of programs and work practices and provides assistance and/or expert advice to other employees
- Undertakes significant projects and/or functions involving the use of analytical skills

Continual Improvement

- Proposes improvements to processes and procedures to increase efficiency and effectiveness
- Collects, consolidates and organises data and information for program evaluation and improvement

Knowledge Sharing & Learning

- Ensures team members stay up to date with current and contemporary practice
- Fosters continuous exchange of information, knowledge and experience within their team

Client Related Competencies

Evidence based best practice

- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise
- Leads the formation of programs and work practices, based on evidence, evaluation and feedback
- Effectively contributes to the development of new procedures and methodology, based on acquired knowledge

Client Focused

- Establishes, builds and sustains effective relationships with clients and their supports

- Advises senior management in identifying long term and mutually beneficial solutions for clients and MRC Tas

Knowledge & application

- Provides care and support to clients and families within the boundaries prescribed by law and professional, national and local requirements, and codes of ethical practice
- Provides support with intake clinical decision-making, risk assessment and triage to less experienced clinicians and peers

Outcome evaluation

- Incorporates evaluation into the planning of services
- Critically analyses quantitative and qualitative data to report on program effectiveness

Leadership Competencies

Supporting and collaborating

- Encourages and values input from others
- Provides assistance and/or expert advice to other staff

Critically evaluating

- Is sought out by others for advice and solutions on how to best interpret and use information
- Show a clear understanding of the impact of specific activities on program provision and client outcomes

Achieving results

- Sets outcome measures for areas they are responsible for
- Achieves set outcomes or objectives for the program Leading and deciding
- Establishes guidelines and work practices Makes clear decisions and communicates these to other staff
- Makes clear decisions and communicates these to other staff

Strategic thinking

- Negotiates on matters of significance within MRC Tas with clients and stakeholder

Managing resources

- Develops improved ways of doing things, including new approaches or methods
- Identifies the sequence of tasks and the resources needed to achieve a goal, and prioritises key action steps. Anticipates the impacts and risks of decisions and actions

Identifies emerging risks and takes action to address

- Ensures that the risk controls and mitigation activities are effective in both design and operation

Selection Criteria

Essential

1. Appropriate nursing qualifications (Registered Nurse) with demonstrated ability to provide clinical (nursing level) assessments and reviews, and care management, with relevant experience in aged care services.
2. Ability to work effectively independently, lead and supervise a multi-disciplinary team and report to management
3. Excellent written and verbal communication skills, with well-developed computer literacy skills
4. Knowledge and understanding of the barriers older CALD clients may face in accessing and utilising services
5. Demonstrated interest in aged care and understanding of current standards, policy and reform areas
6. Project management experience including planning, co-ordination, financial and administration tasks
7. Ability to develop and maintain networks with brokered services, other aged care services, government and community services
8. A driver's licence.

Desirable

9. Experience working with culturally and linguistically diverse communities

Note

MRC Tas is committed to the safety, wellbeing, participation and empowerment of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. This is reflected in our robust policies and procedures. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or who are impacted by our work. All staff, volunteers, contractors, and clients are expected to conduct themselves in a manner which is consistent with the Tasmanian Child and Youth Safe Organisations Framework.

MRC Tas values diversity and inclusion and is an equal opportunity employer. Applications from under-represented groups, including people with disability, people with caring responsibilities, LGBTIQ+ people, Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds are encouraged and supported.

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration. MRC Tas can organise these for the preferred candidate.