



Our Organisation

The Migrant Resource Centre Tasmania (MRC Tas) 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

MRC Tas is a not-for-profit organisation which was established in 1979 by migrants who recognised the 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 MRC Tas is recognised as a quality service provider, with a strong reputation for expertise.

MRC Tas believes 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.

We Value

Centred on people, focused on outcomes

Our organisation is sensitive to community needs and recognises people who access our services often have distinct and evolving needs. Our role is to support them appropriately to achieve their goals.

Culturally respectful communities

Our organisation is committed to acknowledging, understanding and meeting the different needs of diverse groups. We encourage and reflect cultural awareness and use this knowledge in our work.

Interconnected systems of support

Our organisation positively and actively co-operates as part of an interconnected system of services. Our role is unique in that cultural diversity is at the heart of what we do.

Developing and growing

Our organisation is an environment of compassion, positive behaviours, respect and responsibility. We share common goals and will continuously improve our understanding and expertise.

A human rights framework

Human rights principles are at the core of how we do what we do. These beliefs are universal and fundamental.

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 Description

POSITION TITLE	HSP Case Manager (North)
JOB TYPE:	37.5 hours per week, Fixed term
LOCATION:	Launceston, Tasmania
SUPERVISOR/MANAGER:	HSP Service Coordinator
AWARD/LEVEL:	SCHADS Level 4

SETTLEMENT AND COMMUNITY SERVICES PROGRAM AREA

The Migrant Resource Centre Tasmania (MRC Tas) provides access to valued services and promotes the needs of multicultural communities. The MRC Tas strategic focus is supported by an understanding of client and community needs, fostered through ongoing engagement. The Settlement and Community Services team provide services to support members of culturally and linguistically diverse (CALD) communities, including employment services, youth services, migration services, driving support, case management and community development activities.

The Humanitarian Settlement Program's (HSP) is funded by the Department of Social Services and in Tasmania is delivered by MRC Tas in collaboration with AMES Australia. The HSP has an outcomes-based delivery framework, with a renewed focus on improving English language, education and employment outcomes for humanitarian entrants. The program provides individualised client services within a needs-based case management approach. MRC Tas delivers the HSP from offices in Launceston and Glenorchy.

The key objective of the HSP is to build the skills and knowledge of refugees and humanitarian entrants for social and economic participation within Australia.

PRIMARY PURPOSE

The HSP Case Manager position will provide a pivotal role in ensuring all clients referred to the HSP and other MRC Tas services have the ability to access appropriate services. The HSP Case Manager will work collaboratively with other programs and services within MRC Tas, along with other relevant external agencies to provide holistic, strengths-based case management, information and referral services.

Position Description

POSITION RESPONSIBILITIES AND KEY MEASURES

The key responsibilities of the HSP Case Manager position will include, however are not limited to:

1. Services and People

- a. Using good practice case management principles to:
 - conduct accurate and comprehensive assessments of individual needs including urgent client health needs and risks.
 - develop, implement, review and manage client case plans and crisis intervention plans, as necessary;
 - provide appropriate referrals to relevant service providers and social and community networks where required, this may include employment, education and training, health and wellbeing providers, and
 - ensure appropriate supports and strategies are in place to support the successful exiting of clients from HSP.
- b. Participate in the delivery of the HSP Orientation program by facilitating group and individual sessions and activities designed to build the basic skills and knowledge of participants to independently access services.
- c. Provide out of hours services including emergency and on-call support on a rostered basis.
- d. Develop and maintain relationships with key stakeholders including external and internal providers, clients and families to ensure enhanced and efficient service delivery.
- e. Provide guidance and support to HSP Support Workers, Community Guides and/or volunteers.
- f. Promote understanding and awareness of HSP services; raise awareness and advocate on issues affecting clients.

2. Compliance and Quality Control

- a. Understand and comply with HSP contractual requirements and MRC's organisational policies and procedures.
- b. Ensure that all HSP and MRC Tas record keeping and reporting requirements are met and are in accordance with privacy and confidentiality obligations.

3. Work, Health and Safety

- a. Maintain compliance with MRC Tas work health and safety policies and procedures, legal, legislative and contractual compliance obligations.
- b. Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace.

4. Supervision

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

5. Other duties

- a. Perform other duties or across other programs within MRC Ta as required

Position Description

KNOWLEDGE, COMPETENCIES AND SKILLS

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
- Adapts to the team and builds team spirit
- Listens, consults others and communicates proactively
- Supports and care for others

Delivering results and meets client's expectations

- Focuses on client's needs and satisfaction
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

Adapting and responding to change

- Shows respect and sensitivity towards people from a culturally and linguistically diverse background

DESIRABLE

Planning and organising

- Sets clearly defined objectives
- 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

Position Description

SELECTION CRITERIA

Essential

- A relevant qualification such as Bachelor of Applied Sciences (Community Services), Bachelor of Social Work, Bachelor of Social Work, Bachelor of Psychological Services or equivalent experience.
- Demonstrated knowledge and experience in the efficient coordination of cases with an emphasis on best practise case management and efficient service delivery.
- Demonstrated ability to deliver programs and activities relating to settlement, employment, health and well-being.
- Effective interpersonal, communication and client advocacy skills with the ability to liaise with internal and external agencies, service providers as well as clients, their communities and volunteers.
- Excellent writing, reporting, time management and organisational skills, with the ability to meet key organisational and contractual requirements.
- Sound understanding of issues facing people from refugee backgrounds and their families.
- Australian Drivers Licence

Desirable

- Knowledge of and experience in the delivery of settlement services, in particular employment, education and training, housing and tenancy, child services or youth services

This position may require intrastate travel and an Australian Driver's Licence.

Employment is subject to a satisfactory National Police Check and Working with Vulnerable People Check.