



Our Organisation

Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that has been supporting people from migrant backgrounds to settle successfully in Tasmania since 1979. We have offices in Glenorchy and Launceston, and also offer a range of outreach programs. Our services include support for older people, on arrival and long-term settlement services, youth work, health and wellbeing services, community development, counselling, migration support, and other bespoke and innovative programs. MRC Tas promotes the needs of multicultural communities and works with mainstream services to support the delivery of responsive and culturally inclusive services.

Our Vision

An equitable, just, culturally diverse and inclusive society.

Our Mission

To support and encourage culturally diverse community members 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 endeavor 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:	Settlement Officer
Job Type:	Fixed Term, Full time
Location:	Glenorchy
Supervisor / Manager:	Client Service Coordinator, Settlement and Community Services
Award and Level:	SCHADS Level 4

ABOUT SETTLEMENT AND COMMUNITY SERVICES

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

PRIMARY PURPOSE OF THE POSITION

The Settlement Officer is responsible for contributing to the goals of the Settlement and Community Services and delivering programs and projects. This includes contributions to individual, group, and community services and advocating for responsive and culturally inclusive mainstream services.

The programs and projects the Settlement Officer delivers aim to equip clients with the skills and confidence needed to address their settlement needs and thrive in daily life and are delivered by coordinating with a diverse team of staff, students, and volunteers.

POSITION RESPONSIBILITIES

Key responsibilities of the role will include, but are not limited to:

Position Specific

1. Deliver services

- a) Deliver individual services such as enquiry and intake, information and referral, case support, driving program, employment services.
- b) Deliver group services or programs such as English and skill groups, information sessions, workshops, Migrant Network activities.

2. Deliver projects

- a) Plan settlement project activities, resources, communication and milestones
- b) Monitor, evaluate and report on project delivery

3. Develop expertise in employment services

- a) Develop the capability and impact of the team's employment services and projects
- b) Develop knowledge and networks that support employment outcomes

Organisational

4. 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.

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- e) Contribute to the building of a culture of respect and understanding where employees are supported and motivated to perform at their best.

5. Personnel

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

6. Other duties

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

Essential Competencies

Universal Competencies

Effective communication and collaboration

- Demonstrates effective leadership in supporting and guiding L1/2/3 colleagues and volunteers
- Plans and uses clear communication to pass on information and instruction to staff, clients and stakeholders

Responsible, Professional, Safe & Ethical

- Displays willingness to engage with all people in a non-judgemental or non-discriminatory way
- Recognises the significance of policy and procedures that guide work place behaviour

Planning & Organising

- Displays skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers to achieve specific objectives
- Undertakes a wide range of activities associated with program activity or service delivery

Continual Improvement

- Contributes to service review and improvement
- Identifies opportunities for process, system and structural improvements

Knowledge Sharing & Learning

- Actively shares knowledge and information with others
- Maintains contemporary skills in the use of information technology and practices, (e.g. Penelope, video conferencing, social media)

Client Related Competencies

Evidence based best practice

- Is able to complete comprehensive assessments, identify key stressors and plan support in response
- Engages in reflective practice and displays readiness to modify practice as a result of evidence-based practice developments

Client focused

- Expresses hope and optimism, applying a strengths based approach and valuing client and family/carer knowledge
- Facilitates social inclusion and engagement of clients in activities of meaning including education, recreation/leisure, relationships and vocation

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
- Recognises when to ask senior clinicians or peers for assistance in managing clients and families and refers on when needed

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Outcome evaluation

- Invites and involves clients and families/carers in providing feedback on services and in service planning
- Sets outcomes and further develops work methods to ensure outcomes are achieved

Selection Criteria

Essential

1. Demonstrated experience or qualification (such as relevant work experience in recruitment and employment services, Diploma or Degree in Community Services or Social Work) or other relevant disciplines.
2. Demonstrated ability to deliver client-centred and goal-orientated individual support
3. Demonstrated ability to plan, deliver and administer programs and projects
4. Demonstrated ability to coordinate, support and supervise the activities of others such as volunteers, students or junior staff
5. Strong communication and problem-solving skills, including the ability to communicate effectively with people from culturally and linguistically diverse backgrounds
6. Strong administrative, organisational and time management skills; including demonstrated competence in the use of technology and ability to keep thorough records

Desirable

1. Knowledge and experience of, or lived experience of migration and multicultural services

Note

MRC Tas is committed to child safety and has zero tolerance for child abuse.

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