



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 longer-term settlement services, youth work, health and wellbeing services, community development, counselling, migration support, and other unique 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.

Vision An equitable, just, culturally diverse and inclusive society.

Mission To support and encourage culturally diverse community members to reach their 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	Counsellor (Mental Health and Wellbeing)
JOB TYPE:	Fixed Term / Part time
LOCATION:	North
SUPERVISOR/MANAGER:	Manager – Phoenix Centre
AWARD/LEVEL:	SCHADS Level 5

Mental Health and Wellbeing / Phoenix

The Migrant Resource Centre (MRC) provides access to valued services and promotes the needs of multicultural communities. The Phoenix Centre provides a range of specialised mental health support services for people from a CALD background, including survivors of torture and trauma, and is the Tasmanian member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT).

PRIMARY PURPOSE

The Counsellor is responsible for the delivery of specialised trauma informed and recovery oriented counselling, groupwork and related support services for individuals and families with a CALD background of all ages, gender, including people from asylum, humanitarian and refugee backgrounds. The Counsellor contributes to community education and capacity building with CALD communities, external services and the Tasmanian community.

POSITION RESPONSIBILITIES & MEASURES

The main responsibilities of the Counsellor include but are not limited to:

1. Service Delivery:

- (a) Provide comprehensive assessments (including psychosocial, torture and trauma, wellbeing), counselling, psychosocial and psychological interventions, referral and outcomes measurement with individuals and families.
- (b) Provide structured therapeutic and psycho-education groupwork – including design, co-design, development of resources and delivery (facilitation) and evaluation (in conjunction with the senior counsellor and manager).
- (c) Contribute to the development and delivery of and Community Development activities as appropriate including training and development with external services and CALD communities
- (d) Provision of on site and off site services

2. Reporting and Quality Control

- (a) Ensure compliance with practice guidelines and contractual requirements, including maintaining client files and all data requirements
- (b) Ensure compliance with the MRC Tas policies and procedures
- (c) Contribute to the development and maintenance of data records, reporting and compliance required by funding
- (d) Assist in the development of Activity Work Plans using SMART project objectives for approval of the Manager – Phoenix Centre and as required by funding organisations
- (e) Implement the use of feedback, evaluation, outcome measurement and consultation to ensure Phoenix programs meet the needs of CALD clients and funding authorities
- (f) Contribute to quality assurance, continuous improvement and evaluation strategies and activities

Position Description

3. 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 designed into every aspect of the driving program

4. 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

5. Personnel

- (a) Participate in internal individual consultation and supervision and group supervision on a regular basis
- (b) Participate in team meetings, all staff meetings, and other meetings relevant to duties.
- (c) Participate in educational and professional development programs.

6. Other duties

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

COMPETENCIES

Universal Competencies

Effective communication and collaboration

- Takes time to listen to and understand the perspectives of others
- Uses language that demonstrates respect for clients and family/carers, colleagues and stakeholders at all times
- Welcomes the opportunity to discuss differing points of view

Responsible, Professional, Safe and Ethical

- Ensures own conduct aligns to MRC Tas Values
- Recognises the significance of policy and procedures that guide work place behaviour
- Assesses risk to self and others regarding aggression, self-harming and difficult behaviours by conducting adequate risk assessments and using de-escalation and harm minimization techniques
- Meets commitments effectively and efficiently and delivers results on time

Planning and Organising

- Sets priorities and organizes own work, including establishing programs and activities, in accordance with guidelines and procedures.
- Continual Improvement
- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality

Knowledge sharing and learning

- Actively engages in supervision and professional development opportunities
- Acknowledges others' skills and expertise, encourages and contributes to the sharing of knowledge, and creates learning opportunities for others
- Provides expert advice to staff classified at a lower level and volunteers

Position Description

Client Related Competencies

Evidence Based Practice

- Has an understanding of trauma and its impact across the lifespan
- Is able to complete comprehensive assessments, identify key stressors and plan support in response
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise
- Delivers a variety of appropriate interventions demonstrating a high level of knowledge and expertise
- Undertakes analysis/design for project development and/or complete programming in specialist areas

Client focused

- Expresses hope and optimism, applying a strengths based approach and valuing client and family/carer knowledge
- Seeks to understand service needs from the client's perspective and ensure that the client's standards are met

Knowledge and application

- Engages in reflective practice
- Supports less experienced clinicians and peers to develop practice
- Guides less experienced peers in assessing for and responding to risk
- Demonstrates an extensive knowledge of resources and services for information and referral of clients and families/carers

Outcome evaluation

- Invites and involves people and families/carers in providing feedback on services and in service planning

Leadership Competencies

Supporting and collaborating

- Encourages and values input from others
- Creates an environment of trust and open communication.
- Actively builds cooperation between staff

Critically evaluating

- Is sought out by others for advice and solutions on how to best interpret and use information
- Provides reports on progress of program activities, including recommendations

Achieving results

- Sets priorities and monitors workflow and outcomes of therapeutic interventions and other activities
- Undertakes responsibility for a project/activity, including planning, co-ordination, implementation and administration

Leading and deciding

- Provides expert advice to team members and management
- Actively leads others in achieving outcomes
- Operates as a specialist in a relevant discipline, making decisions in line with allocated delegations

Position Description

Strategic thinking

- Displays high level knowledge of the role of MRC Tas, its structure and services

Managing resources

- Looks for better ways to perform routine aspects of job or assignments.
- Puts things in sequential and/or logical order in preparation for accomplishing a goal.
- Identifies emerging risks and takes action to address.

SELECTION CRITERIA

Essential

- Tertiary qualifications in a relevant counselling discipline eg: social work, psychology or counselling.
- Experience in counselling and the ability to undertake comprehensive assessments with children, young people and adults and families
- Demonstrated experience and sensitivity in working with people with a CALD background including people who have experienced trauma and torture.
- Capacity to work with interpreters.
- High level of communication skills and interpersonal skills, including written and oral skills, consultation, negotiation, advocacy, and liaison skills
- Experience and skills in facilitating groupwork, community development and delivering training.
- Demonstrated experience in working as a member of a diverse team
- Current Tasmanian Drivers Licence

Desirable

- Demonstrated knowledge of or experience in the delivery of psychosocial support programs
- Experience supporting children, young people, adults and families from a refugee and migrant backgrounds

Note

Child Safety

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

Diversity and Inclusion

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.

Background Checks

Employment is subject to the successful completion of a National Police Check and Working Vulnerable People registration and evidence of your COVID-19 vaccination status. MRC Tas can organise these for the preferred candidate.