



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, Goodwood 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 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:	Executive Manager – Settlement and Youth Services
Job Type:	Full Time, Permanent
Location:	Glenorchy (with Statewide travel required)
Supervisor / Manager:	Chief Executive Officer
Award and Level:	Contract, Executive Level, by negotiation

Executive Leadership

The MRC Tas Executive Management Group oversees Finance, Service delivery (including Specialised Services and Settlement and Youth Services) and Strategy and Development. Executive Managers are expected to play a major role in ensuring the organisation’s vision, goals and strategic priorities are achieved and that organisational values are enacted and promoted across the organisation. The Executive Management Group is responsible for driving the achievement of the strategic plan, including ensuring quality services are delivered and that the organisation’s financial health and future is sustainable. The Group is also responsible for ensuring a supportive and positive environment is maintained for all workers.

PRIMARY PURPOSE OF THE POSITION

Reporting to the Chief Executive Officer, the Executive Manager – Settlement and Youth Services is a senior strategic leadership position within the Executive Management Group. The position is responsible for providing direction and strategic oversight of service quality, along with strategic and operational management of a specialised services portfolio of three program teams, including Multicultural Youth Tasmania, the Humanitarian Settlement Program (arrival to 18 months post arrival) and Settlement and Community Services. The position is also responsible for leading and guiding program managers to maintain and build their programs to meet client needs through securing funding for program delivery. Working collaboratively with other members of the Executive Management Group, the role will ensure the organisation’s strategic goals are achieved.

POSITION RESPONSIBILITIES

Key responsibilities of the Executive Manager – Settlement and Youth Services role will include, but are not limited to:

Position Specific

1. Direct Services

- (a) Lead Program Managers to ensure delivery of quality services which meet client needs;
- (b) Leadership of planning, development, growth, resource management and service delivery
- (c) Critically analyse service capacity and respond to emerging trends and policy direction;
- (d) Assure program stability through the development and implementation of measurement, monitoring and evaluation systems;
- (e) Facilitate relationships with key stakeholders to actively build the reputation of MRC Tas in the community and sector.
- (f) Drive service innovation, productivity and development including seeking and responding to opportunities to grow services to meet client needs
- (g) Work collaboratively with the Executive Management team to progress the organisation’s operational plan and contribute to other organisational strategic priorities

Position Description

2. Governance, Compliance and Quality Control

- (a) Ensure compliance with standards across a range of frameworks;
- (b) Manage, monitor and report on compliance in relation to statutory, funding and budget, grant, contractual, legislation and accreditation obligations;
- (c) Drive continuous review, planning and integration of client services
- (d) Identify, implement and monitor quality improvement processes and procedures to enhance program functions;
- (e) Contribute to policy development, implementation and compliance;
- (f) Provide expert advice on the complex operational environment of social, financial, political and legislative change and reform agendas at both national and state levels;
- (g) Consult with the CEO and Executive Management Group to highlight areas for enhanced contractual performance.

3. Management and Supervision

- (a) Manage financial, human and physical resources in an operationally effective and efficient manner, including forward planning to meet objectives, management of priorities and the appropriate delegation of responsibilities;
- (b) Motivating, managing and leading high performing program managers and coordinators to meet quality outcomes
- (c) Build and develop the capacity of program managers to effectively support staff in achieving positive outcomes for CALD clients and communities;
- (d) Lead and support program managers to successfully apply for grants, philanthropic and other sources of funding.
- (e) Provide strategic guidance, oversight and support to program leaders and teams;
- (f) Support HR initiatives with a focus on a positive, inclusive culture of respect and quality, ensuring regular supervision, consultation and development;
- (g) Lead by example and champion the values of MRC Tas.

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.
- 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) Raise awareness and build understanding of MRC Tas strategic and operational priorities;
- (b) Perform other duties as required commensurate with Award level.
- (c)

Position Description

Essential Competencies

Universal Competencies

Effective communication and collaboration

- Uses language that demonstrates respect for clients and family/carers, colleagues and stakeholders at all times
- Ensures effective communication throughout the organisation
- Handles strategic communication issues for MRC Tas in high risk situations

Responsible, Professional, Safe & Ethical

- Displays willingness to engage with all people in a non-judgemental or non-discriminatory way
- Ensures own conduct aligns to MRC Tas Values
- Recognises the significance of policy and procedures that guide work place behaviour
- Takes ownership of compliance, ethical and other issues in order to protect MRC Tas reputation and respect its obligations.

Planning & Organising

- Understands the nature and limits of related organisations and government agencies, and uses that knowledge to influence and lead
- Anticipates and builds on others' reactions to keep momentum and support for an approach.

Continual Improvement

- Leads and oversees continuous quality improvement efforts through the promotion of advanced tools, resources and training.
- Ensures consistent application of quality management standards, as well as the Agency's regulations, rules and policies, in programme development and implementation
- Assesses the impact of quality management and process improvement on strategic plans and assesses their feasibility and credibility

Knowledge Sharing & Learning

- Actively engages in supervision and professional development opportunities
- Is a role model for continuous learning and promotes the sharing and development of knowledge across the team/Division
- Ensures effective learning and training opportunities for their staff;
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Client Related Competencies

Evidence based best practice

- Displays a high level of proficiency in the application of theoretical approaches for optimal solutions to new problems
- Provides authoritative specialist advice on policy matters and contributes to the development and review of policies, both internal and external

Client focused

- Seeks feedback on client satisfaction and takes remedial action, as required
- Remains abreast of client needs to ensure that they are integrated into the organisational priorities
- Develops external networks to pursue and implement innovative approaches, while at the same time taking into account client needs and interests and MRC Tas strategic needs and priorities.

Knowledge & application

- Actively identifies current and future opportunities and develops strategies to achieve desired outcomes.
- Demonstrates detailed knowledge of policy, programs, guidelines, procedures, practices and statutory requirements of MRC Tas and external bodies

Position Description

Outcome evaluation

- Prepares proposals for funding
- Manages extensive programs or projects in accordance with organisational goals. This may require the development, implementation and evaluation of goals
- Evaluates and develops/revises methodology techniques within MRC Tas and applies high level analytical skills in the attainment and satisfying of MRC Tas objectives

Leadership Competencies

Supporting and collaborating

- Creates an environment of trust and open communication.
- Provides supervision to assigned staff
- Delegates authority and responsibility and encourages others to take the lead and learn new skills.

Critically evaluating

- Is sought out by others for advice and solutions on how to best interpret and use information
- Evaluates the financial impact of decisions and develops strategies to address financial resource issues.
- Applies initiative, and has the ability to formulate, implement, monitor and evaluate projects and programs.
- Applies high level analytical skills in the attainment MRC Tas organisational objectives

Achieving results

- Assesses group performance against goals and identifies areas for improvement
- Translates business opportunities into concrete measures that are beneficial for MRC Tas
- Ensures initiatives and priorities are integrated and aligned with the strategic priorities of MRC Tas

Leading and deciding

- Reviews complex and/or sensitive work carried out, identifying the impact for MRC Tas
- Solicits ideas and responds positively to those of staff, clients and external stakeholders
- Delegates authority to match responsibility, and holds staff accountable for agreed commitments
- Promotes group morale and productivity by being clear about output expectations.

Strategic thinking

- Aligns people, processes and structures with strategic direction and MRC Tas needs
- Manages relationships among key outside organisations and government entities to create long-range opportunities
- Understands the position of MRC Tas in the larger context; conveys a thorough understanding of strengths, weaknesses, opportunities and threats

Managing resources

- Responsibly allocates and accounts for the use of resources, weighing alternatives and their benefits.
- Understands outcome requirements and aligns resources to achieve them
- Monitors budget usage and ensures critical costs are covered.
- Monitors and evaluates social, financial, and political trends that affect plans. Prepares strategies to deal with problems or anticipated changes.

Position Description

Selection Criteria

Essential

1. Relevant qualifications and experience in a senior management role leading multidisciplinary teams
2. Demonstrated understanding of, and commitment to, the mission and values that underpin the organisation's vision and purpose and the capacity to take a leadership role in championing these internally and externally
3. Demonstrated high level knowledge and experience leading the delivery of quality services in the community sector, including experience managing budgets, people, governance, compliance with a continuous improvement focus
4. Proven ability to contribute strategically to all areas of the organisation
5. Superior experience in people management, leading transformational change and building high performing teams;
6. Demonstrated experience working harmoniously and productively as part of an executive level team, including relationship management and conflict resolution skills.
7. A high level of presentation and written and oral communication skills, with the ability to work with people from a wide range of cultural backgrounds
8. A current driver's licence and capacity to travel intra and interstate as required

Note

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

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 Vulnerable People registration. MRC Tas can organise these for the preferred candidate.

As intra-state travel is required a current driver's licence is essential.