



## **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 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

<b>POSITION TITLE</b>	Manager Aged and Community Services
<b>SUPERVISOR/MANAGER:</b>	Executive Manager, Specialised Services
<b>DIRECT REPORTS:</b>	9 staff
<b>AWARD/LEVEL:</b>	SCHADS Level 7

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### AGED AND COMMUNITY SERVICES PROGRAM AREA

The Migrant Resource Centre Tasmania (MRC Tas) provides access to valued services and promotes the needs of multicultural communities. MRC Tas strategic focus is supported by an understanding of client and community needs, fostered through ongoing engagement. Aged and Community Services provides a range of home and community and linkage support services to frail aged, younger people with disabilities and their carers.

### PRIMARY PURPOSE

The Aged and Community Services Manager's primary purpose is to inspire, encourage and coordinate staff and volunteers to deliver high quality, engaging, client centered services and support the development of a productive and inclusive team. Under limited direction of the Executive Manager – Specialised Services, the Manager ensures services reflect the needs of consumers and their family/carers and in accordance with legislative requirements, industry, sector and organizational standards. They also embed a continuous improvement focus on all Aged Care and Community Services activities.

### POSITION RESPONSIBILITIES & MEASURES

The key responsibilities of the Manager Aged Care and Community Services include, however are not limited to:

#### 1. Services & People Management

- (a) Lead, motivate, supervise and support Aged Care and Community Services employees to ensure service delivery aligns to organisational, contractual and legal obligations.
- (b) Ensure practice approaches focus on achieving optimal outcomes for people, including people from culturally and linguistically diverse backgrounds.
- (c) Ensure that Aged Care and Community Services programs provide quality services through effective forward planning and client engagement
- (d) Seek appropriate funding, partnerships or collaboration opportunities to build and enhance Aged Care and Community Services programs scope and sustainability
- (e) Actively promote Aged Care and Community Services programs within refugee, migrant and broader communities.
- (f) Fulfil an active role in the Program Leadership Group of MRC Tas, by working collaboratively with other leaders to shape innovation and quality improvement
- (g) Foster a strong and vibrant volunteer workforce.

#### 2. Compliance & Quality Control

- (a) Manage, monitor, evaluate and report on quality and compliance of Aged Care and Community Services programs in line with MRC Tas strategic plan, industry standards and legislation.
- (b) Implement and monitor quality improvement operational processes and procedures to enhance Aged Care and Community Services program functions and outcomes.
- (c) Contribute towards policy development, implementation and compliance across MRC Tas
- (d) Contribute to the implementation of ongoing quality improvement systems to ensure programs continuously meets the Aged Care Standards and associated accreditation.

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### 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) Lead programs to improve risk management including health and safety within the workplace and support a risk management framework
- (d) Ensure that Aged Care and Community Services employees comply with WH&S standards

### 4. Financial Management

- (a) Ensure all financial and operational delegations of authority are adhered to in the Aged Care and Community Services programs.
- (b) Contribute to the development of Aged Care and Community Services programs budget; identify and manage costs, variances and forecasts for program budget.
- (c) Manage financial resources in line with budget allocation and funding models

### 5. People and Culture

- (a) Champion the values and principles of the MRC within all aspects of work
- (b) Lead and contribute to the building of a culture of respect and understanding where Aged Care and Community Services employees are supported and motivated to perform at their best.
- (c) Providing guidance, advice and reasonable supervision to workers in relation to service delivery in key areas including training, recruitment, induction and performance
- (d) Support the Executive Manager, Specialised Services to ensure a holistic and unified approach is upheld in the delivery of program services.

### 6. Other duties

- (a) Initiate and formulate extensive projects or programs which impact on the MRC's goals and objectives
- (b) Other duties as directed by the Executive Manager – Specialised Services

## Essential 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
- Provides constructive feedback effectively
- Uses tact and discretion in dealing with sensitive information, and keeps staff informed of decisions and directives as appropriate.

#### **Responsible, Professional, Safe & Ethical**

- Uses knowledge of corporate politics to handle complex situations effectively and with discretion
- Takes prompt and effective action to deal with unprofessional or unethical behaviour
- Is accountable for actions taken and ensures that they are in full compliance with MRC Tas regulations and rules

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### **Planning & Organising**

- Advises and/or develops practical solutions to address resource issues that impact the effectiveness of a team or project and the work to be delivered.
- Allocates and controls financial resources within own area consistent with goals, priorities and budget.
- Organises people and activities, separates and combines tasks into an efficient workflow to deliver project outputs according to a clear timeframe

### **Continual Improvement**

- Assesses the effectiveness of current practices and develops innovative approaches to programmes development and implementation
- Ensures understanding and consistent application of quality management standards by staff members and stakeholders
- Regularly reviews procedures and/or systems with teams to identify required improvements and apply them to processes
- Develops and monitors the implementation of new standards and processes

### **Knowledge Sharing & Learning**

- Actively engages in supervision and professional development opportunities
- Encourages staff members to learn continuously and to share knowledge through mentoring, networking and development, and training opportunities.
- Identifies and establishes systems and mechanisms to facilitate development of best practice and knowledge management.

### ***Client Related Competencies***

#### **Evidence based best practice**

- Is able and willing to provide expert advice to other areas of the organisation
- Develops appropriate methodology and applies proven techniques for service development
- Demonstrates complex professional problem solving skills
- Provides advice on policy content and contributes to its development.

#### **Client focused**

- Seeks feedback on client satisfaction and takes remedial action, as required
- Develops, with clients, strategic and operational solutions that add value
- Anticipates constraints in the delivery of services and identifies solutions or alternatives in compliance with MRC Tas policies
- Demonstrates commitment to quality services and assesses their effectiveness

#### **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
- Engages in reflective practice
- Develops and implements significant operational procedures
- Undertakes the control and co-ordination of major work initiatives
- Applies a high level of discipline knowledge

#### **Outcome evaluation**

- Invites and involves clients and families/careers in providing feedback on services and in service

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planning

- Plans, directs and evaluates operations, including providing analysis and interpretation of outcomes
- Establishes operational procedures which impact on activities undertaken and outcomes achieved by MRC Tas
- Interprets evaluation findings

### **Leadership Competencies**

#### **Supporting and collaborating**

- Creates an environment of trust and open communication.
- Provides supervision to assigned staff
- Encourages different opinions and manages constructive conflict effectively.
- Encourages and values teams' input

#### **Critically evaluating**

- Draws sound conclusions based upon a mixture of analysis and experience
- Reviews operations to determine their effectiveness
- Establishes and monitors work outcomes

#### **Achieving results**

- Establishes operational procedures which impact on activities undertaken and outcomes achieved by the team
- Assess and monitors the risks involved in team operation
- Undertakes managerial functions across a range of services to achieve results in line with set goals

#### **Leading and deciding**

- Provides clear directions and priorities to teams
- Organises teamwork to encourage co-operation and bring together complementary skills/expertise
- Credits individual contributions and acknowledges team accomplishments
- Facilitates the discussion and resolution of conflicts or disagreement

#### **Strategic thinking**

- Manages compliance, ethical and other issues to protect MRC Tas reputation and respect its obligations
- Develops and implements projects, programmes and processes aligned with MRC Tas strategic direction and needs
- Identifies and creates opportunities to initiate new partnerships that will facilitate the achievement of strategic goals
- Identifies and considers emerging development opportunities and risks when articulating new options and recommendations

#### **Managing resources & risk**

- Ensures required resources and skill sets among staff are in-line with task requirements
- Monitors budget usage and ensures critical costs are covered.
- Understands outcome requirements and aligns resources to achieve them
- Responsibly allocates and accounts for the use of resources, weighing alternatives and their benefits.

## Position Description

### SELECTION CRITERIA

#### Essential

- Demonstrated experience or qualifications in management in Aged Care or relevant service
- Demonstrated knowledge and application of client engagement strategies and approaches in service design
- Demonstrated ability to ensure compliance with statutory, standards, funding, grant, contractual and legislation obligations.
- Excellent interpersonal and consultation skills, including the ability to foster a high performing team culture and effective stakeholder engagement
- High quality written communication skills with experience in report writing, concept proposals, submissions or tenders
- Demonstrated ability to plan and manage multiple programs/projects, including timely and effective evaluation methods
- A current unrestricted Driver's Licence and capacity to travel intrastate as required.

#### Desirable

- Understanding of Aged Care commonwealth and state policies relating to Aged Care services, including industry standards and accreditation
- Understanding of the needs of individuals and their families from CALD 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. MRC Tas can organise these for the preferred candidate.