



## Our Organisation

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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

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### **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

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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>	Client Accounts Officer (Aged and Community Services)
<b>JOB TYPE:</b>	Part time, fixed term
<b>LOCATION:</b>	South
<b>SUPERVISOR/MANAGER:</b>	Manager Aged and Community Services
<b>AWARD/LEVEL:</b>	Level 4

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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. The MRC's strategic focus is supported by an understanding of client and community needs, fostered through ongoing engagement. Aged and Community Services provides services to support Culturally and Linguistically Diverse (CALD) frail aged, younger people with disabilities and their carers through the Home and Community Care Program (HACC), Commonwealth Home Support Program (CHSP), Partners in Culturally Appropriate Care, My Aged Care System Navigator Trial Program and Consumer Directed Home Care Package (HCP) Program.

### **PRIMARY PURPOSE**

The Aged and Community Services Client Accounts Officer works collaboratively with Aged and Community Services staff to provide administration support to the HACC, HCP and CHSP projects.

This role ensures client accounts are kept up to date and compliant with the program guidelines, performs financial reconciliations of client accounts and assists with the development of policies and processes.

### **POSITION RESPONSIBILITIES & MEASURES**

The key responsibilities of the Aged and Community Services Client Accounts Officer will include, however are not limited to:

#### **1. Administration**

- (a) Support the financial administration of the HACC, CHSP and HCP programs through:
  - Monitoring clients services with brokered agencies to ensure accurate and timely billing of services.
  - Prepare monthly financial statements for packaged care clients.
  - Prepare and generate fortnightly invoices for CHSP and HACC clients accessing MRC Tas services, and reconcile on receipt of payment.
  - Calculate Unspent Home Care amounts for packaged care clients leaving MRC Tas service in accordance with Government guidelines.
  - Ensure accuracy of information including Medicare Online reports, income tested fees and supplements, client funds, service fees and package funding.
  - Reconcile invoices and statements against services delivered.
  - Report to Medicare on a monthly basis.
- (b) Support the maintenance of client information in Penelope.
- (c) Contribute to policy development in line with the Aged Care standards.
- (d) Undertake project based work in relation to the Aged and Community Services program.

#### **2. Work, Health and Safety**

- (a) Understand and comply with WH&S policies and procedures and legislative requirements

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- (b) Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace
- (c) Identify risks and support risk management processes

### 3. People and Culture

- (a) Champion the values and principles of the MRC Tas 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

### 4. Personnel

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

### 5. Other duties

- (a) Perform other duties as required

## COMPETENCIES

### Essential:

#### Adhering to principles and values

- Upholds organisation's ethics and values
- Demonstrates integrity

#### Learning and Researching

- Gathers comprehensive information to support decision making
- Demonstrates a rapid understanding of newly presented information
- Manages knowledge (collects, classifies, and disseminates knowledge of use to the organisation)

#### Adapting and responding to change

- Adapts to changing circumstances
- Accepts new ideas and change initiatives
- Shows respect and sensitivity towards cultural and religious differences

#### 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

#### Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way

## Position Description

### SELECTION CRITERIA

#### Essential

- Demonstrated experience or qualification (such as Diploma or Degree in Business Administration, Finance, Community Services) or other relevant disciplines.
- Demonstrated ability to organise and deliver programs and group activities (including the coordination of volunteers) that build the skills and capacity of clients to live successfully in Tasmania.
- Demonstrated ability to communicate effectively with people from culturally and linguistically diverse backgrounds.
- Demonstrated knowledge and understanding of the challenges relating to mental health for people from a CALD background, or the ability to acquire such knowledge.
- Demonstrated ability to develop and maintain effective networks with other service providers and stakeholders, both internal and external.
- Strong administrative, organisational and time management skills; including demonstrated ability to keep thorough records and report as appropriate.

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration.