



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

POSITION TITLE	Housing Support Case Manager
LOCATION:	State-wide
JOB TYPE:	Fixed Term
SUPERVISOR/MANAGER:	Manager Humanitarian Settlement Program
AWARD/LEVEL:	SCHADS Level 4

ABOUT HUMANITARIAN SETTLEMENT PROGRAM (HSP)

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.

The Humanitarian Settlement Program's (HSP) is funded by the Department of Home Affairs and in Tasmania is delivered by MRC Tas in collaboration with AMES Australia. The HSP has an outcomes-based delivery framework, with a focus on improving English language, education, employment and long-term housing outcomes for humanitarian entrants. The program provides individualised client services within a needs-based case management approach. The MRC delivers the HSP from offices in Launceston and Glenorchy.

The HSP's key objective is to build the skills and knowledge of refugees and humanitarian entrants for social and economic participation within Australia.

PRIMARY PURPOSE

The Housing Support Case Manager will provide a pivotal role in ensuring all clients referred are guided and supported to proactively link to local housing providers and access and apply for private rental opportunities statewide. The Housing Support Case Manager will oversee and administer the HSP short term property portfolio to ensure maximum occupancy while providing support and working collaboratively to develop strong relationships with relevant housing services, property agencies and external partners across the state to ensure HSP clients are able to obtain long term housing, supporting successful settlement outcomes in the state.

POSITION RESPONSIBILITIES AND KEY MEASURES

The key responsibilities of the Housing Support Case Manager position will include, however are not limited to:

Position Description

Position Specific

1. Services and People

- a. Accept and manage housing referrals from HSP Case Managers state-wide, including case noting and claiming for services provided.
- b. Proactively engage with housing providers state-wide to advocate on behalf of referred clients, including providing assistance with housing, bond and rent assistance applications.
- c. Actively seek and source private rental properties via property agents, social media and community connections.
- d. Collaborate with agencies and community groups to develop strong relationships and ongoing referrals of available properties.
- e. Undertake and oversee, property viewings, lease negotiations with property owners under the general guidance of the Manager, Humanitarian Settlement Program, agencies and clients on behalf of MRC Tas, and assist clients with transition to longer term accommodation.
- f. Oversee and manage MRC Tas properties utilised by the HSP program to ensure maximum occupancy, inform arrival dates of new clients, contributing to minimising the financial liability to the organisation.
- g. Participate in the delivery of the HSP Housing Orientation by facilitating group and individual sessions and activities designed to build the basic skills and knowledge.
- h. Provide out of hours services including emergency and on-call support on a rostered basis.
- i. Develop and maintain relationships with key stakeholders including external and internal providers, clients and families to ensure enhanced and efficient service delivery.
- j. Provide guidance and support to HSP Support Workers, Community Guides and/or volunteers.
- k. Promote understanding and awareness of HSP services; raise awareness and advocate on issues affecting clients.

2. Compliance and Quality Control

- a. Understand and comply with HSP contractual requirements and MRC's organisational policies and procedures.
- b. Ensure that all HSP and MRC Tas record keeping and reporting requirements are met and are in accordance with privacy and confidentiality obligations.

Organisational

1. 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.

2. 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.

5. Personnel

- a. Participate in internal individual consultation and supervision on a regular basis.

Position Description

- b. Participate in educational and professional development programs.

6. Other duties

- a. Perform other duties as required

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
- Plans and uses clear communication to pass on information and instruction to staff, clients and stakeholders

Responsible, Professional, Safe & Ethical

- Offers the use of interpreter services and engages interpreters according to current policies
- Displays willingness to engage with all people in a non-judgemental or non-discriminatory way
- Demonstrates unconditional positive regard toward clients
- Ensures own conduct aligns to MRC Tas Values
- Recognises the significance of policy and procedures that guide workplace behaviour
- Practices self-care for good mental health and wellbeing
- Complies with procedures that relate to safety and privacy, taking into account risk as well as relevant age, gender, developmental and other socio-cultural considerations
- Acts to protect clients from financial, sexual, psychological and physical abuse and exploitation whilst receiving services and reports incidences of abuse or violence

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
- Assists senior staff with the planning and co-ordination of a program of a complex nature

Continual Improvement

- Displays motivation to engage in quality improvement projects and processes
- Contributes to service review and improvement
- Identifies opportunities for process, system and structural improvements

Knowledge Sharing & Learning

- Actively engages in supervision and professional development opportunities
- 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)

Position Description

Client Related Competencies

Evidence based best practice

- Has an understanding of trauma and its impact across the lifespan
- Identifies important issues for clients, (e.g. mental, physical, social, occupational and spiritual needs) and collaborates with other staff at MRC Tas to integrate support
- Is able to complete comprehensive assessments, identify key stressors and plan support in response
- Identifies both risk and protective factors within the client's family and extended environment
- Engages in reflective practice and displays readiness to modify practice as a result of evidence-based practice developments
- Displays an understanding of the underlying principles of their practice approach

Client focused

- Demonstrates respect for family member and carer roles acknowledging diverse family capacities and value systems
- Seeks feedback on client satisfaction and takes remedial action, as required
- Expresses hope and optimism, applying a strengths-based approach and valuing client and family/carer knowledge
- Partners in genuine ways with the client and family/carers in decision making, supporting self-determination where possible

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
- Participates in professional development relevant to role and professional interests
- Engages in reflective practice
- Describes the rationale for choosing a particular frame of reference or approach
- Demonstrates a current local knowledge of other service providers and their roles and makes appropriate referrals for clients and families/carers
- Recognises when to ask senior clinicians or peers for assistance in managing clients and families and refers on when needed

Outcome evaluation

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

Position Description

SELECTION CRITERIA

Essential

- Related degree level qualification or equivalent skills and experience to support case management and working with vulnerable people.
- Demonstrated knowledge and experience in the efficient coordination of cases with an emphasis on best practice case management and efficient service delivery, or the ability to gain the same.
- Demonstrated strong business, strategy and analytical skills.
- Demonstrated high level interpersonal and stakeholder engagement skills and the ability to liaise with internal and external agencies for successful outcomes.
- Effective client advocacy skills and ability to work with and understand relevant cultural considerations.
- Excellent writing, reporting, time management and organisational skills, with the ability to meet key organisational and contractual requirements.
- Sound understanding of issues facing people from refugee backgrounds and their families, or the ability to gain the same.
- Current unrestricted Tasmanian Driver's Licence.

Desirable

- Knowledge of and experience in the delivery of settlement services, in particular housing and tenancy.

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.