



Position Description

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:	Program Officer – Community Engagement and Sector Development and Training
Job Type:	Fixed term, Part time
Location:	Hobart
Supervisor / Manager:	Manager – Aged Care and Community Services
Award and Level:	SCHADS Level 5
Direct Reports:	NIL

ABOUT AGED AND COMMUNITY SERVICES

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.

MRC Tas Aged and Community Services support Culturally and Linguistically Diverse (CALD) older people and their carers through the Home Care Package Program (HCP), Commonwealth Home Support Program (CHSP), Home and Community Care Program (HACC), Carer Gateway Project, Partners in Culturally Appropriate Care (PICAC) and the EnCOMPASS Multicultural Aged Care Connector Program.

PRIMARY PURPOSE OF THE POSITION

The Aged Care Program Officer undertakes analysis/design and delivery of consultations with older persons and their representatives from CALD communities, aged care sector training and development, and represents the needs of older CALD community members in state and national forums. It aims to ensure the needs of older people from culturally and linguistically diverse backgrounds are identified and addressed, through stakeholder engagement, information to service users and specific activities aligned to contracts.

POSITION RESPONSIBILITIES

Key responsibilities of the role will include, but are not limited to:

Position Specific

1. Project Activities

- a) Deliver the Partners in Culturally Appropriate Care (PICAC) and sector development programs, building awareness and capacity of aged care service providers to deliver inclusive and culturally appropriate aged care
- b) Support older CALD people with wellness, reablement and community connection components of the HACC, CHSP and HCP programs
- c) Identify and contact target population from known contacts and communities, and promote core actions
- d) Build understanding of contract requirements and client needs to inform practice, by using an evidence-based approach to connect people with services and promote services
- e) Identify and support target populations from new and emerging multicultural Communities to enable access to Aged Care services
- f) Development, delivery and evaluation of training programs

2. Reporting

- a) Collect data, information and evaluations to develop and provide Performance Reports and Annual Reports as required by funding organisations
- b) Develop Activity Work Plans using SMART project objectives for approval of the Manager Aged and Community Services and as required by funding organisations

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- c) Collaborate with the Manager - Aged and Community Services to prepare grant budgets as required by funding organisations

Organisational

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

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

Responsible, Professional, Safe & Ethical

- Ensures own conduct aligns to MRC Tas Values
- Meets commitments effectively and efficiently and delivers results on time

Planning & Organising

- Sets priorities and monitors workflows, including establishing programs and activities

Continual Improvement

- Improves practices, increasing effectiveness and achieving efficiency and actively supports the application of sound quality

Knowledge Sharing & Learning

- Provides expert advice to staff classified at a lower level and volunteers

Client Related Competencies

Evidence based best practice

- 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
- Actively completes planning, study or research for particular projects, service design or implementation of procedures and presentation

Client focused

- Seeks to understand service needs from the client's perspective and ensure that the client's standards are met

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- Seeks to understand how the client relates to their own culture/s and community and, where relevant, how the client relates to the culture of their family/carers
- Anticipates client needs and recommends potential solutions in compliance with the Agency's regulations, rules and policies

Knowledge & application

- Engages in reflective practice
- Demonstrates an extensive knowledge of resources and services for information and referral of clients and families/carers

Outcome evaluation

- Invites and involves clients and families/carers in providing feedback on services and in service planning
- Demonstrates program effectiveness with data

Leadership Competencies

Supporting and collaborating

- Provides supervision to assigned staff
- Actively builds cooperation between staff

Critically evaluating

- Provides reports on progress of program activities, including recommendations

Achieving results

- Undertakes responsibility for a project/activity, including planning, co-ordination, implementation and administration

Leading and deciding

- Operates as a specialist in a relevant discipline, making decisions in line with allocated delegations

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.
- Identifies emerging risks and takes action to address.

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Selection Criteria

Essential

1. Relevant qualification (for example Community Services, Aged Care, Social Work, Project Management), or equivalent experience
2. Excellent written and verbal communication skills and ability to work autonomously
3. Experience in development and delivery of training and development activities
4. Demonstrated interest in Aged Care and knowledge of current policies
5. Demonstrated ability to undertake responsibility for projects, including project planning, co-ordination, implementation, report writing and evaluation
6. Ability to develop and maintain relationships with a range of stakeholders, including aged care service providers, government departments and CALD community members
7. Current Drivers Licence

Desirable

8. Experience in working with CALD communities
9. Experience in working in Aged Care services

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.