



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:	Client Services Worker, Aged and Community Services
Job Type:	Fixed Term, Part Time
Location:	Glenorchy
Supervisor / Manager:	Senior Worker – Aged and Community Services
Award and Level:	SCHADS Level 4
Direct Reports:	Bilingual Support Workers and volunteers

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 Tas 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) seniors, Tasmanians with a moderate disability or ongoing health condition, carers and key stakeholders working with CALD community members. Programs are delivered through the Home and Community Care Program (HACC), Commonwealth Home Support Program (CHSP), Home Care Packages Program (HCP), the Carer Gateway Program, Partners in Culturally Appropriate Care Program and the EnCOMPASS Multicultural Aged Care Connector Program.

PRIMARY PURPOSE OF THE POSITION

The Client Services Worker Aged and Community Services role will undertake CHSP and HACC intake duties through initial needs assessments and reviews, using person-centred practice. The role is responsible for accurate data recording and monitoring, assessment of client fee waivers, scheduling clients, transport, volunteers and bilingual support workers, and the recording of client engagement including case noting, home visits and telephone appointments. They will be expected to contribute to relevant program funding reports, program systems development and policy review.

Working under the general direction of the Senior Worker, Aged and Community Services to deliver high quality and specific program content and support services.

The position provides service delivery in accordance with Aged Care Quality Standards, legislation, and agency policy and procedures.

This position works as a part of a team, engaging with clients and their families, MRC Tas staff, volunteers, service providers and the community. The position will undertake a range of activities requiring the application of established work procedures and is able to exercise initiative and/or judgment within clearly established procedures and/or guidelines.

POSITION RESPONSIBILITIES

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

Position Specific

1. Program Activities

Working within the specific Aged and Community Services Programs and in a range of settings (for example, client's home, community setting, or MRC Tas venue), provide support to clients by:

- a) Working with clients from a person centred approach and in accordance with contractual requirements, to understand, assess and prioritise their key needs, preferences, interests and goals, through intake, assessment, review and ongoing delivery of client care plans.
- b) Contributes to planning, coordination, implementation and administration of

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appropriate services and systems that enable clients to remain independent

- c) Implementing client skill and activity programs under limited supervision either individually or as part of a team approach
- d) Provide language and cultural support with CALD clients to facilitate service engagement
- e) Responsible for client bookings and support services, data collection, reporting and team administrative tasks in an accountable and timely manner
- f) Recommends updates to set work instructions, policies, procedures and guidelines to engage, inform and support clients to achieve their goals

Organisational

2. 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
- Demonstrates effective leadership in supporting and guiding L1/2/3 colleagues and volunteers

Responsible, Professional, Safe & Ethical

- Offers the use of interpreter services and engages interpreters according to current policies
- Practices self-care for good mental health and wellbeing
- 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
- 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
- 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

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- Maintains contemporary skills in the use of information technology and practices, (e.g. Penelope, video conferencing, social media)

Client Related Competencies

Evidence based best practice

- 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

Client focused

- Seeks feedback on client satisfaction and takes remedial action, as required
- Partners in genuine ways with the client and family/carers in decision making, supporting self-determination where possible
- Facilitates social inclusion and engagement of clients in activities of meaning including education, recreation/leisure, relationships and vocation

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
- 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
- Sets outcomes and further develops work methods to ensure outcomes are achieved

Selection Criteria

Essential

1. A relevant qualification (for example in aged care, community services, social work, health services) and experience in aged and/or community services or related field
2. Experience in assessing client needs, preferences and interests, and supporting them to set personal goals
3. Knowledge and understanding of issues common in the CALD population and knowledge of the barriers older CALD clients may face in accessing services
4. Well-developed time management, planning and organisational skills, capacity to multi-task and use technology to record and track activities
5. Excellent interpersonal skills including the ability to communicate effectively with people from culturally and linguistically diverse backgrounds
6. Effective written communication skills and demonstrated ability to complete case notes and inform review of program policy and guidelines
7. Proven experience in providing quality services that assist people to maintain their independence, dignity, cultural values and religious beliefs
8. A driver's licence.

Desirable

9. Experience / interest in working with CALD communities
10. Experience in the delivery of assessment and care planning in aged care

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Note

Child Safety

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

A high level of computer literacy and ability to use Microsoft Office programs and data systems is required to perform this role.

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.