



Our Organisation

Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that works alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive. We provide effective, targeted and meaningful services in the South, North and North West of the State.

Our Vision

A vibrant and diverse lutruwita/Tasmania, where everyone is included and everyone belongs.

Our Mission

To work alongside people from refugee and migrant backgrounds, so individuals and communities throughout lutruwita/Tasmania thrive.

Values

Respect; Inclusion; Compassion; Integrity; Innovation; Collaboration

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 Title:	Care Manager / Nurse
Job Type	Part Time
Location:	Glenorchy
Supervisor / Manager:	Senior Worker - Home and Community Services
Award and Level:	SCHADS Level 4

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, and Partners in Culturally Appropriate Care Program.

PRIMARY PURPOSE OF THE POSITION

The position provides care management with people supported by MRC Tasmania under the Home Care Package program. This involves connecting people to quality care services and conducting needs assessments, care planning and undertaking reviews based on a wellness and reablement approach aligned to the client's expressed goals, preferences and needs. The position includes clinical assessment and review, along with care plan development and review, to ensure appropriate clinical care. It also includes clinical assessment of incidents and/or deterioration of health, to ensure the needs of older people from CALD backgrounds are identified and addressed.

The position works under the general direction of the Senior Worker, Aged and Community 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, 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 may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

POSITION RESPONSIBILITIES

Key responsibilities will include, but are not limited to:

Position Specific

1. Program Activities

Working within specific aged and community programs, in a range of settings (client home, community or MRC venue) to provide support to clients by:

- a) Working with clients from a person centred approach and in accordance with contractual requirements and established policies and processes, to understand, assess and prioritise client needs, preferences, interests and goals, through intake, assessment, review and ongoing delivery of client care plans.
- b) Connects clients to services to meet their needs.
- c) Uses evidence based and standardised assessment tools for clinical review of care assessments and care management plans and reviews for older people.
- d) Provides timely clinical assessment of older people who experience a health incident or deterioration in health and provides advice on clinical care requirements, ensuring access to appropriate services and support.
- e) Contributes to continuous improvement planning and review to ensure quality service in accordance with Aged Care Quality standards, legislation and agency policies and processes.

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.

3. People and Culture

- a) Champion the values and principles of 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) Raise awareness and build understanding of MRC Tas strategic and operational priorities;
- b) 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
- Displays willingness to engage with all people in a non-judgemental or non-discriminatory way
- Recognises the significance of policy and procedures that guide work place behaviour

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

Continual Improvement

- Displays motivation to engage in quality improvement projects and processes
- Contributes to service review and improvement

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)

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
- 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

Knowledge & application

- Participates in professional development relevant to role and professional interests
- Engages in reflective practice
- Demonstrates a current local knowledge of other service providers and their roles and makes appropriate referrals for clients and families/carers

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. Appropriate nursing qualifications (Enrolled or Registered) with demonstrated ability to provide clinical (nursing level) assessments and review, and care management, with relevant case management experience in aged care services or similar services.
2. Experience in assessing client needs and supporting clients to set personal goals in accordance with their needs and preferences.
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. Strong communication and problem-solving 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
7. Knowledge and understanding of Aged Care Quality standards and legislation
8. A driver's licence.

Note

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

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.

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration. MRC Tas can organise these for the preferred candidate.