



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.



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| Position Title: | Community Support Worker |
| Job Type | Casual |
| Location: | Glenorchy |
| Supervisor / Manager: | Manager, Aged and Community Services |
| Award and Level: | SCHADS Level 2 Casual |

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, and Partners in Culturally Appropriate Care Program.

PRIMARY PURPOSE OF THE POSITION

The Community Support Worker - Aged and Community Services role is to effectively build positive rapport with clients, and provide assistance and support, using client-centred practice and a strength-based model. The role also undertakes administrative tasks related to the recording of client engagement including scheduling of home visits, and the management of group attendance and client contribution payments. 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 of the Community Support Worker will include, but are not limited to:

Position Specific

1. Program Activities

- a) Working within specific aged and community programs, in a range of settings (client home, community or MRC venue) to provide support to clients by:
 - Applying set work instructions, policies, procedures and guidelines to engage, inform and support clients to achieve their goals.
 - Provide assistance with the following and not limited to personal care, meal preparation and domestic assistance.
 - Assisting in the delivery of client care plans under limited supervision or as part of the Aged and Community Services team
 - Provide assistance to clients either within their home or while accessing community which is directed toward promoting person directed decision making and contributes to personal growth
 - Provide language and cultural support with CALD clients to facilitate service engagement
 - Implementing client skill and activity programmes under limited supervision either individually or as part of a team approach
 - Gather client feedback in a culturally meaningful manner to help inform the development of programs
- b) Working under the general direction of the Manager Aged and Community Services to deliver specific program content and support services
- c) Assisting with administrative functions, both client and team related

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. Personnel

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

4. 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
- Employs basic skills in oral and written communication with clients and other members of the public

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 work place behaviour
- Practices self-care for good mental health and wellbeing
- Follows service procedures in relation to safety, privacy and confidentiality

Planning & Organising

- Manages own time, plans and organises their own work
- Achieves clearly defined outcomes

Continual Improvement

- Develops knowledge of key policies and procedures
- Identifies and informs senior staff of problems impacting work effectiveness

Knowledge Sharing & Learning

- Actively engages in supervision and professional development opportunities
- Takes responsibility for their learning and development
- Identifies development priorities and seeks ways to address them

Client Related Competencies

Evidence based best practice

- Is able to complete tasks following procedures and standards

Client focused

- Establishes, builds and sustains effective relationships with clients and their supports
- Seeks feedback on client satisfaction with the service provided
- Provides possible solutions in response to client needs and reports back to supervisor in a timely manner
- Organises and prioritises work schedule to meet client needs and deadlines

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
- Contributes specific knowledge and/or specific skills to support clients
- Implements client skills and activities programmes under limited supervision
- Assists in the development or implementation of support planning

Outcome evaluation

- Achieves clearly defined outcomes

Selection Criteria

Essential

1. Certificate 3 in Aged Care and/or Certificate 3 in Home and Community Care
2. Skills and experience in aged and/or community services and experience working in a cross-cultural setting in the health, social or community services sector.
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. Ability and commitment to deliver support programs and group activities to clients, with a focus on building and/or maintaining client independence
5. Well-developed 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
7. Administrative, organisational and time management skills; including demonstrated competence in the use of technology and ability to keep accurate records
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.