



## **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:	Program Officer - Settlement and Youth Services
Supervisor / Manager:	Manager, Settlement and Youth Services
Award and Level:	SCHADS Level 4
Direct Reports:	NIL

## ABOUT SETTLEMENT AND MYT

The Settlement and Youth Services team provides services to support members of culturally and linguistically diverse (CALD) communities, including information and referral, employment and industry projects including support for skilled migrants, settlement case support, driving support, and community development activities. The Multicultural Youth Tasmania (MYT) program provides targeted services and projects to support young people aged up to 25 years from culturally and linguistically diverse (CALD) backgrounds to reach their full potential and thrive as active citizens of the Tasmanian community.

## PRIMARY PURPOSE OF THE POSITION

The Program Officer - Settlement and Youth Services is responsible for the delivery of activities within the Settlement and Youth Services area to people from a CALD background, through information, advocacy, casework referral, direct service delivery support and/or community awareness and education.

## POSITION RESPONSIBILITIES

Key responsibilities will include, but are not limited to:

### Position Specific

#### 1. Services and People

- a) Using good practice and strength-based approach to delivering client supports including:
  - Conducting intake and assessment of support needs for clients
  - Identifying safety risks to individual and others
  - Providing referrals to internal and external programs and services, where required
- b) Develop and maintain good relationships with stakeholders, service providers, and other services. This includes:
  - Responding to queries (from internal and external stakeholders)
  - Supporting the creation of new relationships
  - Delivering capacity building activities
  - Representing MRC Tas programs to stakeholders
- c) Support the delivery of other programs

## **2. Program Activities**

Using good practice and strength-based approach deliver program activities and events that support clients and communities to develop skills and knowledge by:

- a) Assists Manager, Settlement and Youth Services with the planning and coordination of Settlement and Youth Services programs.
- b) Assist stakeholders with enquires related to Settlement and Youth services programs.
- c) Supervise and train L1/L2/L3 colleagues, volunteers and students.
- d) Monitor progress towards program outcomes, addressing challenges as they arise
- e) Represent MRC Tas programs to external stakeholders

## **3. Reporting and Quality Control**

- a) Ensure compliance with practice guidelines and contractual requirements
- b) Ensure compliance with the MRC Tas policies and procedures
- c) Contribute to the development and maintenance of data records, reporting and compliance required by funding
- d) Assist in the development of Activity Work Plans using SMART project objectives for approval of the Manager, Settlement and Youth Services and as required by funding organisations
- e) Implement the use of feedback, evaluation, outcome measurement and consultation to ensure Settlement and Youth Services programs meet the needs of clients and funding authorities

## **Organisational**

### **4. 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**

- 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**

- Demonstrates unconditional positive regard toward clients
- Ensures own conduct aligns to MRC Tas Values
- Complies with procedures that relate to safety and privacy, taking into account risk as well as relevant age, gender, developmental and other socio-cultural consideration

#### **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 deliver

#### **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

### ***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
- Engages in reflective practice and displays readiness to modify practice as a result of evidence-based practice developments

#### **Client focused**

- Establishes, builds and sustains effective relationships with clients and their supports
- Seeks feedback on client satisfaction and takes remedial action, as required
- Facilitates social inclusion and engagement of clients in activities of meaning including education, recreation/leisure, relationships and vocation

#### **Knowledge & application**

- Participates in professional development relevant to role and professional interests
- 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. Demonstrated experience or qualification (such as Diploma or Degree in Community Services, or Project Management) or other relevant disciplines.
2. Demonstrated ability to organise and deliver programs and group activities (including the coordination of volunteers) to young people that build the skills and capacity of clients to live successfully in Tasmania.
3. Demonstrated ability to communicate effectively with people from culturally and linguistically diverse backgrounds.
4. Demonstrated knowledge and understanding of the challenges facing people from a CALD background, or the ability to acquire such knowledge.
5. Demonstrated ability to develop and maintain effective networks with other service providers and stakeholders, both internal and external.
6. Strong administrative, organisational and time management skills; including demonstrated ability to keep thorough records and report as appropriate.

### **Note**

#### ***Child Safety***

Migrant Resource Centre Tasmania is committed to the safety, wellbeing, participation and empowerment of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. This is reflected in our robust policies and procedures. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or who are impacted by our work. All staff, volunteers, contractors and clients are expected to conduct themselves in a manner which is consistent with the Tasmanian Child and Youth Safe Organisations Framework.

#### ***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 and evidence of your COVID-19 vaccination status.