



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:	Bicultural Worker
Supervisor / Manager:	Workforce and Office Coordinator
Award and Level:	Level 3

PRIMARY PURPOSE

Bicultural Workers draw on their own culture and lived experience of migration, settlement and psycho-social stressors impacting on wellbeing, social inclusion and engagement to support clients across different Programs at MRC TAS.

Program areas require the Bicultural Worker to help provide clients with culturally tailored and trauma-informed support and, identify when additional services or referrals may be required. This may include connecting the client with a case manager/other service in MRC Tas who can develop plans or interventions to support the client and their families. This role will also assist clients in building the skills and knowledge needed to access services and support independently.

A large part of the Bicultural Worker role will include supporting communication and engagement between clients and programs/ mainstream services. Therefore, the ability to communicate effectively in the client's native language is essential, as well as the ability to speak and understand English to a high level of fluency.

POSITION RESPONSIBILITIES

The Bicultural Worker will work closely alongside the individual client or in a group allocated in specified programs under the clear instructions and guidance given from each Program Leader/staff. Key responsibilities/tasks of a Bicultural Worker will include, but are not limited to:

Position Specific

1. Services and People

- (a) Provide culturally and linguistically appropriate support to migrants and refugees who are new to Tasmania, connecting them to relevant MRC Tas's programs and their local communities.
- (b) Assist with the planning and coordination of individual and group programs to meet the needs of specific cultural groups.
- (c) Deliver basic training programs to individuals and groups, using the tools and resources that have been developed.
- (a) Engage with research and evaluation activities by providing feedback and cultural input, including undertaking some basic research and analysis work.
- (b) Develop and maintain positive and professional relationships with clients, including being a good role model.
- (c) Create opportunities for clients to actively participate, learn and sustain new skills gained through programs they participated.

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.

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
- Has the ability to elaborate on message that need to be interpreted to clients according to the client's level of understanding without altering the intended meaning of the message
- Uses language that demonstrates respect for clients and family/carers, colleagues and stakeholders at all times
- Advocacy for client when accompanying them to external service provider such as hospital, TasTafe, doctor surgery, service Tasmania

Responsible, Professional, Safe & Ethical

- Demonstrate inclusiveness when working alongside with clients and Bicultural Workers from other background.
- Ensures own conduct aligns to MRC Tas Values
- Recognises the significance of policy and procedures that guide workplace behaviour
- Practices self-care for good mental health and wellbeing
- Identify own limitation in order to safely and ethically carry out tasks.

Planning & Organising

- Undertakes planning and co-ordination of activities within a defined area/program

Continual Improvement

- Solves problems of limited difficulty using knowledge, judgment and work organisational skills
- Displays motivation to engage in quality improvement projects and processes
- Seeks out resources and equipment to improve task completion

Client Related Competencies

Evidence based best practice

- Contributes to adjusting services in response to client feedback
- Has an understanding of trauma and its impact across the lifespan
- Gathers relevant information about the context clients operate in and uses this to guide practice

Client focused

- 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 and MRC Tas policy.
- Seeks feedback on client satisfaction with the service provided.

- Expresses hope and optimism, applying a strengths based approach and valuing client and family/carer knowledge
- With collaboration of the engaged staff Checks what client already knows before providing information and checks their understanding of information provided

SELECTION CRITERIA

Essential

- A relevant qualification in community-based services or experience working in a cross-cultural setting in the health, social or communities' services sector.
- Extensive community networks/connections and demonstrated relationship building skills.
- Cultural bridging skills:
 - demonstrated ability to explain complex ideas in culturally relevant and accessible ways
 - demonstrated ability to feedback community perspectives to employing agencies
- Ability to draw on own lived experience of migration, acculturation and psycho-social experiences to convey empathy and understanding to clients and assist program staff to design programs to suit
- Ability to plan and co-ordinate community-based projects or programs for specific cultural groups
- High level of speaking, reading and writing skills in English and own language(s).

Desirable

- Drivers licence
- Relevant certificate or experience in Community Services

Note

MRC Tas 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.

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.