



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 - Aged and Community Services
Location:	Glenorchy
Supervisor / Manager:	Team Leader, Aged and Community Services
Award and Level:	SCHADS Level 4

About Aged and Community Services Program Area

The Migrant Resource Centre Tasmania (MRC Tas) provides access to valued services and promotes the needs of multicultural communities. The MRC 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 Care Manager, Aged and Community Services is responsible for supporting approved clients by coordinating appropriate care and services within their assigned Home Care Package (HCP), soon transitioning to the Support at Home Program. These services aim to enable clients to remain independent and active in their community.

The role involves undertaking needs assessments and developing individualised care plans based on a wellness and reablement approach, aligned with each client's goals, preferences, and support needs.

In addition, the Care Manager is responsible for administrative tasks such as managing client budgets and reimbursements, coordinating brokered service provider shifts, scheduling Community Support Workers, and accurately recording all client engagement (e.g., home visits and phone communications).

The position also provides information on care and support which best suit clients goals provide referral to other stakeholders to improve a clients health and wellbeing.

Working as part of a collaborative team, the Care Manager engages with clients, MRC Tas staff, volunteers, service providers, and community members.

DELEGATED AUTHORITY

The Care Manager -works under the direction of the Team Leader, Aged and Community Services and in accordance with established MRC Tas policies, procedures, and relevant program guidelines.

Within these parameters, the Care Manager has delegated authority to apply professional judgement, exercise initiative, and use their knowledge and skills to manage client cases independently. This includes conducting needs assessments, developing and adjusting

care plans, coordinating services, and recommending referrals to internal and external providers as appropriate.

The role operates with autonomy in day-to-day decision-making, while complex or high-risk matters are escalated to the Team Leader or Manager or other relevant senior staff for guidance and resolution.

POSITION RESPONSIBILITIES

Key responsibilities of the role 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) Applying set work instructions, organisational policies, procedures and guidelines to engage, while ensuring compliance with legal, professional and ethical standards, inform and support clients to achieve their goals.
- b) Work with clients to understand, assess and prioritise their key needs through intake and ongoing delivery of client care plans under limited supervision as part of the Aged and Community Services team.
- c) Maintaining an environment which promotes person directed care and contributes to personal growth.
- d) Implementing client skill and activity programmes either individually or as part of a team approach.
- e) Providing language and cultural support to clients from CALD background to facilitate service access and engagement.
- f) Managing client bookings and reimbursements, data collection, reporting and team administrative tasks in an accountable and timely manner.
- g) Working under the general direction of the Team Leader, Aged and Community Services to deliver specific program content and support services.
- h) Using service plans to guide service delivery, and actively involving clients, families, and carers in decision-making.
- i) Demonstrating current local knowledge of other service providers and referring clients and families/carers appropriately.
- j) Seeking assistance from senior clinicians or peers when needed, and referring clients on where appropriate.
- k) Establishing, building, and maintaining effective relationships with clients, their families, carers, and support networks.

2. Other duties

- a) Perform other duties as required commensurate with Award level.

Organisational

3. 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.

4. People and Culture

- a) Champion the values and principles of the 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.

5. Personnel

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

EMPLOYMENT EXPECTATIONS

Code of Conduct

Your behaviour and conduct represent who you are professionally and who we are as a service provider. We expect your work practices to comply with our Values and Code of Conduct. We expect you to follow MRC Tas policies, procedures and the legislation/quality standards that apply to the work you do and the Program you work in.

Employment Screening Checks

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration, and holding a Current unrestricted Tasmanian drivers' licence. MRC Tas can assist with organising these for the preferred candidate.

Position Requirements

The Care Manager may be required to travel for client appointments within their local region. Where possible, an MRC Tas vehicle will be provided, however that cannot always be guaranteed. In these situations, the use of your personal vehicle, or other reliable transportation options, is required.

Training and Professional Development

It is a requirement for all employees to:

- a) Participate in all mandatory training provided by MRC Tas to maintain and develop your professional skills, and are encouraged to participate in other relevant training as it becomes available; and
- b) Participate in individual meetings and performance planning and review meetings to discuss your performance, career development goals and training requirements.

Selection Criteria

Essential

1. A relevant qualification, skills and experience in aged and/or community services or other related field
2. Experience in assessing client needs 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. 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. Proven experience in providing quality services that assist people to maintain their independence, dignity, cultural values and religious beliefs
8. A Tasmanian driver's licence.

Desirable

9. Knowledge of or experience in the delivery of aged care 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.

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