



### **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 DESCRIPTION

|                       |                 |
|-----------------------|-----------------|
| Position Title:       | Case Manager    |
| Supervisor / Manager: | Program Manager |
| Award and Level:      | SCHADS Level 4  |

### PRIMARY PURPOSE OF THE POSITION

The Case Manager will provide a pivotal role in ensuring that services are provided to people from refugee and migrant backgrounds.

The Case Manager will work collaboratively with other programs and services within MRC Tas, along with other relevant external agencies to provide:

- strengths-based case management;
- Liaise with community stakeholders
- community information sessions; and
- referral services.

### POSITION RESPONSIBILITIES

Key responsibilities will include, but are not limited to:

#### Position Specific

#### 1. Services and People

- a) Follow best practice case management principles to:
  - conduct assessments of individual eligibility and settlement needs;
  - conduct risk assessment and risk management plans as necessary;
  - develop, implement, and review case management plans;
  - provide appropriate referrals to relevant service providers and social and community networks where they can support the client, and
  - ensure appropriate supports and strategies are in place for the program activities, and referral to services to achieve best outcomes.
- b) Assist with planning, coordination and implementation of Settlement initiatives, including, but not limited to facilitating volunteer and casual workers supporting group activities and/or accommodation support
- c) Develop and maintain relationships with key stakeholders including external and internal providers to ensure enhanced and efficient service delivery.
- d) Provide guidance and support to the students on placement, Bicultural Workers and Volunteers.
- e) Promote understanding and awareness of MRC Tas services; raise awareness and advocate on issues affecting clients

#### 2. Compliance and Quality Control

- a) Understand and comply with MRC Tas contractual requirements and organisational policies and procedures.
- b) Ensure that all MRC Tas record keeping and reporting requirements are met and are in accordance with privacy and confidentiality.

- c) Provide case reports and contribute to written reports as required.
- d) Document financial expenses to inform budgets and financial reports as required.
- e) Ensure that service delivery is consistent with MRC Tas policies, procedures, legal and contractual obligations.

## **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. 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) Perform other duties as required commensurate with Award level.

## **Essential Competencies**

### **Universal Competencies**

#### **Responsible, Professional, Safe & Ethical**

- Offers the use of interpreter services and engages interpreters according to current policies
- Recognises the significance of policy and procedures that guide workplace behaviour

#### **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
- 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
- Expresses hope and optimism, applying a strengths-based approach and valuing client and family/carers knowledge
- Partners in genuine ways with the client and family/carers in decision making, supporting self-determination where possible

## **Selection Criteria**

### **Essential**

1. A relevant qualification such as Bachelor or Master of Social Work, Bachelor of Psychology and relevant experience working within a case management model.
2. Demonstrated knowledge and experience in the efficient coordination of cases with an emphasis on best practise case management and efficient service delivery.
3. Demonstrated ability to deliver and to coordinate volunteers to deliver group programs that build the skills and capacity of clients to settle and live successfully in Tasmania.
4. Effective interpersonal, communication and client advocacy skills with the ability to liaise with internal and external agencies, as well as intercultural communication with clients, their communities and the volunteer workforce.
5. Strong writing, reporting, time management and organisational skills, with the ability to meet key organisational and contractual requirements.
6. Demonstrated competence in the use of technology in a professional work environment.
7. Sound understanding of issues facing youth people from refugee backgrounds and their families
8. Australian Drivers Licence

### **Desirable**

9. Knowledge of and experience in the delivery of settlement services
10. Lived experience of settlement in Australia as a migrant or refugee

## **Note**

### **Child Safety**

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.

### **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. MRC Tas can organise these for the preferred candidate.