

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:	Support Worker, Humanitarian Settlement Program
Supervisor / Manager:	Manager, Humanitarian Settlement Program
Award and Level:	SCHADS Level 3

ABOUT THE HUMANITARIAN SETTLEMENT PROGRAM

The Migrant Resource Centre Tasmania (MRC Tas) provides access to valued services and promotes the needs of multicultural communities. The MRC's strategic focus is supported by an understanding of client and community needs, fostered through ongoing engagement.

The Humanitarian Settlement Program's (HSP) is funded by the Department of Home Affairs and in Tasmania is delivered by MRC Tas in collaboration with AMES Australia. The HSP has an outcomes-based delivery framework, with a focus on improving English language, education, employment and long term housing outcomes for humanitarian entrants. The program provides individualised client services within a needs-based case management approach. The MRC delivers the HSP from offices in Launceston and Glenorchy.

The HSP's key objective is to build the skills and knowledge of refugees and humanitarian entrants for social and economic participation within Australia.

PRIMARY PURPOSE OF THE POSITION

The HSP Support Worker's role is to effectively build a positive rapport with HSP clients, and to assist and provide support to HSP clients to enable them to access appropriate services. This position works as a part of a team, engaging with clients, MRC Tas staff, volunteers, service providers and the community.

POSITION RESPONSIBILITIES

Key responsibilities of the HSP Support Worker will include, but are not limited to:

Position Specific

1. Program Activities

The Support Worker – HSP works with Case Managers to support clients to develop skills and knowledge by:

- a) Applying set work instructions, policies, procedures and guidelines to engage, inform and support clients to achieve their goals
- b) Using knowledge, judgement and organisation skills to implement program objectives
- c) Working under the general direction of the HSP Team Leader and HSP Manager to deliver specific program content and support services
- d) Collaborating with volunteers and students to add value to settlement programs
- e) Recording client progress, issues and achievements in the client information management system
- f) Providing information about MRC Tas programs to external stakeholders
- g) At times, work will be required to be undertaken out of business hours in response to service requirements and time in lieu will be negotiated according to MRC Tas policy.
- h) Other general responsibilities within the scope of this role.

2. Compliance and Quality Control

- a) Comply with the MRC Tas policies and procedures
- b) Contribute to the collection and maintenance of data records, reporting and compliance required by funding

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.
- 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.

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) Raise awareness and build understanding of MRC Tas strategic and operational priorities;
- b) Perform other duties as required commensurate with Award level.

Essential Competencies

Effective communication and collaboration

- Uses language that demonstrates respect for clients and family/carers, colleagues and stakeholders at all times
- Employs effective 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

Planning & Organising

- Undertakes planning and co-ordination of activities within a defined area/program
- Manages and plans own work and that of volunteers, where relevant

Continual Improvement

- 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

- Establishes, builds and sustains effective relationships with clients and their supports
- Seeks feedback on client satisfaction with the service provided
- Engages in family focussed practice, acknowledging clients sit within the context of family and community

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

Outcome evaluation

- Exercises initiative in the application of established work procedures and establishes goals and outcomes for a particular work program or project

Selection Criteria

Essential

1. Demonstrated experience in community services or relevant qualification and/or willing to work towards qualification.
2. Demonstrated ability to deliver programs and group activities that build the skills and capacity of clients to settle and live successfully in Tasmania.
3. Demonstrated ability to communicate effectively with people from culturally and linguistically diverse backgrounds.
4. Demonstrated ability to develop and maintain effective networks with other service providers and stakeholders, both internal and external.
5. Strong administrative, organisational and time management skills; including demonstrated ability to keep thorough records and report as appropriate.

Desirable

6. Knowledge of or experience in the delivery of services to support humanitarian entrants or the ability to acquire.
7. Knowledge of or experience in dealing with community housing sector and private rental sector or the ability to acquire.
8. Ability to speak language relevant to new and emerging communities in Launceston.

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 with Vulnerable People registration. MRC Tas can organise these for the preferred candidate.