migrant resource centre TASMANIA

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 thriving and diverse Lutruwita/Tasmania, where everyone is valued and everyone belongs.

Our Mission
To ensure people from migrant and refugee backgrounds in Tasmania are safe, included, and are shaping decisions that affect their lives.

Values
Safety, Respect; Compassion; Collaboration; Belonging

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.

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Position Title:	Project Officer – Settlement and Youth Services
Location:	Launceston
Supervisor / Manager:	Manager, Settlement and Youth
Award and Level:	SCHADS Level 4

About the Program
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 Project Officer – Settlement and Youth Services is responsible for contributing to and implementing project actions and goals for core, funded projects in the settlement services program area. The projects aim to build the confidence and capacity of CALD clients and communities to participate socially and economically in Tasmanian life and independently access mainstream services.

DELEGATED AUTHORITY
The Project Officer works under the general direction of their Program Manager and within established MRC Tas procedures and guidelines. Within these guidelines, there is the authority to exercise initiative, use judgement and critical knowledge and skills to work with a degree of independence on projects.

They will be expected to work autonomously to manage their own time and to plan and organise their own work accordingly. This includes taking responsibility for having a current list of community providers to refer clients to.

This position has authority to supervise lower classified employees or volunteers.

POSITION RESPONSIBILITIES
The key responsibilities of the Project Officer – Settlement and Youth Services will include, however are not limited to:

Position Specific

1. **Project Activities**
   Contribution to the development of project and specific work plans in line with the requirements of identified contract deliverables within settlement programs, including:
   a) Contribute to the establishment of procedures to inform practice in project areas. In addition, supervise various functions within the Settlement programs area.

b) Be a point of contact and resource for internal and external enquiries related to settlement services.
c) Under the direction of the Settlement and Youth Team Leader plan and deliver identified projects.
d) Coordinate and support volunteers and students to add value to settlement programs.
e) Monitor progress towards project outcomes, addressing challenges as they arise.
f) Represent settlement programs to external stakeholders, with the support of the Manager.

2. Reporting and Quality Control

a) Work within relevant legislation, including Tasmanian law
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 Team Leader and Manager of Settlement Services and as required by funding organisations.
e) Assist with implementing the use of feedback, evaluation, outcome measurement and consultation to ensure Settlement programs meet the needs of CALD clients and funding authorities.

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 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.

6. Other duties

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

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Selection Criteria

Essential

1. A relevant qualification such as Diploma or Degree in community services, project management, career counselling or other relevant and/or equivalent experience.
2. Demonstrated ability to organise, deliver programs and group activities with a focus on employment and economic participation and career planning.
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. Strong communication and problem-solving skills including the ability to communicate effectively with people from culturally and linguistically diverse backgrounds.
5. Strong administrative, organisational and time management skills; including demonstrated competence in the use of technology and ability to keep thorough records.

Desirable

6. Knowledge of or experience in the delivery of settlement 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 is a recognised Employer of Choice. We value diversity and inclusion and are an equal opportunity employer. Applications from underrepresented groups, including people with disability, people with caring responsibilities, LGBTIQA+ 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.