

The Organisation

The Migrant Resource Centre (Southern Tasmania) Inc. (MRC) is a not-for-profit organisation which has helped migrants and refugees to settle in Tasmania since 1979. Our skilled staff help migrants and refugees from all countries and ages.

Vision

An equitable, just, culturally diverse and inclusive society.

Mission

To inspire and support culturally diverse communities to reach their full potential.

Our Staff

The MRC fosters an environment where staff demonstrate an understanding that each of us is individually responsible for the collective success of the organization.

The MRC is committed to the health, safety and wellbeing of its staff. The MRC and its staff must comply with a range of statutory requirements, including workplace health and safety, privacy and funding agency obligations. The MRC expects staff to comply with policies and procedures, which relate to statutory requirements as well as those specific to the work environment.

MRC staff attend and contribute to staff meetings, participate in broader MRC activities and actively seek feedback in performing their role.

We Value and Promote

- The principles of social justice, dignity and respect
- Diversity
- Collaborative community participation in an environment of inclusiveness
- Culturally appropriate services to individuals and communities.

Position Description

POSITION TITLE	Aged Care Services Client Worker
JOB TYPE:	37.5 hours per week, Fixed Term
LOCATION:	Greater Hobart
SUPERVISOR/MANAGER:	Aged Care Manager
AWARD/LEVEL:	SCHADS Level 4

AGED CARE SERVICES PROGRAM AREA

The Migrant Resource Centre (MRC) 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. Aged Care Services provides services to support Culturally and Linguistically Diverse (CALD) frail aged, younger people with disabilities and their carers through the Commonwealth Home Support Program (CHSP), Home and Community Care (HACC), Partners in Culturally Appropriate Care (PICAC), and Consumer Directed Care (CDC) Home Care Packages.

PRIMARY PURPOSE

The primary purpose of the Client Worker role is to ensure that eligible clients from established and emerging CALD communities have access to appropriate aged care services. The development and maintenance of positive relationships with clients, their families and carers is essential to the role along with updating and review of individual needs.

The Client Worker will provide individual client support and social support determined by individual needs. It is essential that the Client Worker works collaboratively as a member of the Aged Care Services program and with other MRC programs, external organisations and agencies.

POSITION RESPONSIBILITIES & MEASURES

The Client Worker is responsible for supporting eligible clients in accessing MRC Aged Care Services to allow them to stay independent in the community. This involves assisting clients to access appropriate needs assessment and care planning based on a wellness and reablement approach aligned to the client's expressed goals, wishes and needs.

1. Client Caseload Management

- (a) Manage time and prioritise effectively to ensure client's needs are met
- (b) Provide assistance and support to clients to enable them to remain independent through facilitation and referral of appropriate services
- (c) Provide information, advice and referral services when clients require
- (d) Follow best practice in providing a wellness approach to clients: doing more 'with' them rather than 'for' them
- (e) Demonstrate understanding and sensitivity of ageing clients from CALD backgrounds
- (f) Provide assistance on individual care plans and appropriate services to clients, and respond to their inquiries

2. Relationship Management

- (a) Develop sound relationships with clients, carers and families
- (b) Adapt interpersonal skills to negotiate participation and inclusion in pre-determined activities
- (c) Maintain effective working relationships within the Aged Care Services program through knowledge and information sharing

Position Description

- (d) Supervise volunteers when needed
- (e) Show respect and sensitivity towards cultural and religious differences

3. Compliance

- (a) Maintain case work records to a professional standard in a timely manner
- (b) Demonstrate compliance with prescribed quality standards and continuous improvement models
- (c) Record daily activities reflecting outputs
- (d) Provide input into reports as required
- (e) Provide input into budgets and financial reports as required

4. Project Coordination

- (a) Contribute to the planning of activities and projects well in advance and take account of possible changing circumstances
- (b) Support projects and activities including planning, implementing and administrating
- (c) Contribute to achieving client satisfaction that aligns with pre-determined project goals

5. Work, Health and Safety

- (d) Understand and comply with WH&S policies and procedures and legislative requirements
- (e) Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace
- (f) Identify risks and support risk management processes

6. 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

7. Personnel

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

8. Other duties

- (a) Perform other duties as required

Position Description

COMPETENCIES

Essential:

Adhering to principles and values

- Upholds organisation's ethics and values
- Demonstrates integrity

Working with people

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

Learning and Researching

- Rapidly learns new tasks and quickly commits information to memory
- Demonstrates a rapid understanding of newly presented information
- Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)

Planning and organising

- Plans activities and projects well in advance and takes account of possible changing circumstances
- Manages time effectively
- Monitors performance against deadlines and milestones

Delivering results and meeting client expectations

- Focuses on client needs and satisfaction
- Monitors and maintains quality and productivity
- Consistently achieves project goals

Following instructions and procedures

- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to the organisation

Desirable:

Adapting and responding to change

- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards cultural and religious differences

Coping with pressures and setbacks

- Works productively in a high pressure environment
- Maintains a positive outlook at work

Position Description

SELECTION CRITERIA

Essential

- Cert IV / Diploma in Community Services or similar, and/or equivalent experience
- Highly organised, able to manage competing priorities and use initiative and judgement
- Able to develop and implement projects
- High level communication and negotiation skills with a demonstrated ability to adapt style to client needs and for effective team cohesion
- Current drivers licence

Desirable

- Experience working with Aged Care clients
- Experience working with Culturally and Linguistically Diverse peoples
- Experience within the not for profit sector
- Able to rapidly understand newly presented information

Applications must be received by 5:00pm MONDAY 18 SEPTEMBER 2017.

Please include the names and contact details of two (only) recent referees.

Please email your resume and statement addressing the selection criteria to:
employment@mrchobart.org.au