



Safer Mid Canterbury

Together we're safer

Job Advert

Position: Refugee Settlement Support Caseworker/Volunteer Coordinator

Location: Safer Mid Canterbury Offices, Ashburton

Hours of Work: Part time 24 hrs per week

Purpose: As part of the Government's decision to increase the annual refugee quota, Ashburton has been identified as one of five new settlement locations. Safer Mid Canterbury has been contracted to provide Refugee Settlement Support based in Ashburton.

Refugee Settlement Support is a newly established service in Ashburton. Its purpose is to provide support and assistance to quota refugees originally from Afghanistan over an approximate 12 month period. This service will support and attend to the early settlement needs of the refugees, as they start their new lives in Ashburton. Our aim is to support Refugees to participate fully and integrate socially and economically as soon as possible, so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders, and have a strong sense of belonging to their community and New Zealand. To help achieve these goals we are seeking a caseworker with experience in the coordination of volunteer services to join this exciting new team.

New Refugee Community arrivals: Afghan

Refugee Settlement Support Case Worker/Volunteer Coordinator

Qualifications and Experience

The person will have relevant experience and/or training in a field that furnishes them with the skills and experience needed for a position of this type:

- Experience coordinating volunteers, or working as a volunteer
- Knowledge and understanding of refugee settlement in NZ or other relevant cross cultural experience
- Ability to build, sustain and actively manage relationships and networks
- Excellent time management and ability to work independently
- Ability to relate to people of different cultures and religious backgrounds
- Empathy with humanitarian causes
- Excellent oral and written communication skills
- Have knowledge of confidentiality and privacy act practices.
- Have advanced computer skills, including Excel, Word, email and database systems.
- Have excellent time management and people management skills.

- Have excellent oral, listening and written communication skills.
- Hold a current motor vehicle driver's license and willing to travel to fulfil job requirements
- Live and work in the Ashburton region
- Enthusiasm and commitment to work as a team member

Casework/Volunteer Coordinator

The caseworker's role involves forming collaborative and supportive relationships with newly arrived refugees and their families. The case worker is expected to have a high level of cultural competency, where they are respectful and sensitive to cultural differences and practices. They will be part of a supportive team and will be expected to participate in relevant training programs and workshops provided, this will include basic language skills. The Caseworker will also be expected to travel to the Mangere Refugee Resettlement Centre in Auckland at various times during the year. Given the complex nature of refugee settlement the caseworker will be responsible for maintaining working relationships with a number of agencies, support services, volunteers, community organisations and most importantly the refugees themselves. This role also includes coordinating and managing a volunteer service for refugee families.

Functional Relationships

***Reports to:* Refugee Settlement Support Team Leader**

Internal: to Safer Mid Canterbury

- ❖ **General Manager**
- ❖ **Refugee Settlement Support Team Leader**
- ❖ **Board Chair and trustees**
- ❖ **Finance and administration staff**
- ❖ **Service staff**
- ❖ **Volunteers**

External to:

- ❖ **Refugee settlement service clients**
- ❖ **Ashburton District Council**
- ❖ **Key stakeholder group**
- ❖ **MBIE**
- ❖ **Welcoming Communities**
- ❖ **Hakatere Multicultural Council**
- ❖ **Red Cross (they hold the contract for Refugee Employment Support)**
- ❖ **NGO's**
- ❖ **Local and central government departments**
- ❖ **ECE's**

- ❖ Schools
- ❖ Adult Education providers
- ❖ Media – To go through Team Leader
- ❖ Iwi, Hapu and Maori Community Organisations
- ❖ Health providers
- ❖ Community at large

New Zealand Refugee Resettlement Strategy and Outcomes

- 1) Self-Sufficiency
- 2) Participation
- 3) Health and Wellbeing
- 4) Education
- 5) Housing

| Strategy | Outcomes |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Self-Sufficiency:</p> | <ul style="list-style-type: none"> - All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work - All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work, special support will be provided in this employment area by Red Cross. - All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work - Increased proportion of working-age refugees in paid employment. - Increased proportion of adult quota refugees who have been in the New Zealand community for 12 months, who can operate within a budget and know how to access budgeting support if they need it. |
| <p>Participation</p> | <ul style="list-style-type: none"> - Refugees actively participate in New Zealand life and have a strong sense of belonging to New Zealand - Support Refugees to develop to develop a strong sense of belonging to their local community and New Zealand, through participation. - Assist refugees to navigate local services and facilities (e.g., public |

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| | transport, library; school; Work and Income; HCNZ etc.) independently |
| Health and Wellbeing | <ul style="list-style-type: none"> - Refugees actively participate in New Zealand Life and Have a strong sense of belonging to New Zealand. - Link refugees into primary health care services and become able to use them independently. - Assess the needs of individuals and families and refer them to specialist services if required. |
| Education | <ul style="list-style-type: none"> - Development of English language literacy helping refugees to participate in education and daily life - Increased proportion of working age refugees who have been in the New Zealand Community for 12 months and require ESOL support, are engaged in English language learning. - Increased proportion of working age quote refugees who have been in the New Zealand community for 12 months and have a parent/caregiver engaged with their Early Childhood Education (ECE) and/or school. |
| Housing | <ul style="list-style-type: none"> - Refugees live independently of government housing assistance in homes that are safe, healthy and affordable - Assist refugees to become confident in navigating housing services and are able to address tenancy and housing issues independently |

Caseworker Responsibilities

| Key Functions | Standards and Achievements |
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| Refugee Background Information | <ul style="list-style-type: none"> - Become Familiar with Refugee Reports and assessments provided by the Mangere Refugee Resettlement Service. - Understand the context of the refugee family, their history, cultural background, religion, language skills, food, dress, cultural practices, family systems, and gender roles etc. Training will be provided. |
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| | <ul style="list-style-type: none"> - In conjunction with Team provide training for Volunteers. - Oversee volunteer engagement with families - Advise Team Leader of any issues arising from volunteer and refugee interactions and or volunteer service delivery - Provide support to volunteers - Create and maintain volunteer contact list. |
| <p>Professional Development</p> | <ul style="list-style-type: none"> - Attend appropriate conference, education opportunities, training workshops relative to the position as required. - Maintain and update own knowledge base as appropriate. - Learn refugee language (we think possibly Dari at this stage) with weekly training sessions. |
| <p>Cultural Competency, Safety and Diversity</p> | <ul style="list-style-type: none"> - Application of cultural competency: Cultural competence is the ability to understand, communicate with and effectively interact with people across cultures. Cultural competence also encompasses being aware of one's own world view. - Understand how various populations require support to be delivered (this includes urban and rural differences, gender roles, religion, family structure, disability etc.) - Acknowledge cultural differences and respecting spiritual beliefs, cultural practices and lifestyle choices= - Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision. - Respect, sensitivity, cultural awareness is evident in interpersonal relationships. - Use supervision, training workshops and weekly team meetings to discuss cultural competence issues. |
| <p>Recognise Maori as Tangata Whenua.</p> | |

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| | <ul style="list-style-type: none"> - Commitment to the principles of Treaty of Waitangi |
| Risk Management Case Work | <ul style="list-style-type: none"> - Understand and follow Safer Mid Canterbury Child Protection Policy - Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting casework responsibilities. - Any concerns of risk to self, refugees, colleagues, other staff or members of the public to be reported immediately to Team Leader and/or Emergency Services as situation requires, i.e. police. - Adhere to professional practice standards. |
| Utilise Information Technology | <ul style="list-style-type: none"> - Demonstrate an ability to access and use available clinical information systems. - Be conversant with case work management systems and/or request upskilling if needed. - Maintain own professional development by attending relevant IT educational programmes. |
| Health and Safety Guidelines | <ul style="list-style-type: none"> - Complying with Health and Safety requirements when working in and off the premises of work - Complying with Safer Ashburton Key Operating Policies and Procedures - Keep up to date with security and safety procedures (i.e. personal security phone app) - Participate in Health and Safety Induction program. |
| General | <ul style="list-style-type: none"> - Be committed to the development of Safer Mid Canterbury District's Multicultural development - Attend all relevant Team and Organisational Meetings |

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by: _____

Date __/__/__

Refugee Settlement Support Caseworker

Signed by: Kathy Harrington-Watt

Date __/__/__

Refugee Settlement Services Team Leader

Safer Mid Canterbury

Signed by: Kevin Clifford

Date __/__/__

General Manager – Safer Mid Canterbury

CONDITIONS OF APPOINTMENT

Refugee Settlement Support Social Worker/Youth

Hours of Work: Your ordinary hours of work will be 24 hours per week. Due to the nature of the position, working hours are flexible but will generally be worked Monday to Friday inclusive.

On occasion there may be the need to work outside of what might be considered ordinary working hours, evenings and weekends.

On occasion there will be the need to travel Auckland Mangere Refugee Resettlement Centre.

4 weeks annual leave

Other conditions of appointment: Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000, other Acts which govern employment and an Individual Employment Agreement.

