



Safer Mid Canterbury

Together we're safer

Job Description

Position: Refugee Settlement Support Caseworker/Cultural Navigator/ Dari Language or Similar (Farsi)

Location: Safer Mid Canterbury Offices, Ashburton

Hours of Work: 24 hours per week

Date Issued: March 2019

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 for approximately 12 months, to address the refugee's early settlement needs, with a strong focus on encouraging independence and to support their transition into mainstream services. This support includes practical support for daily living and a community orientation programme that compliments and extends the Mangere Refugee Resettlement Centre reception programme.

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.

The service aims to work collaboratively with local council, iwi representatives, key stakeholders and the Ashburton community.

New Refugee Community arrivals: Afghan

Refugee Settlement Caseworker/Cultural Navigator

Qualifications and Experience

You will have relevant experience in the refugee field, as a former refugee and/or have extensive knowledge of Afghan culture and refugee settlement issues. 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:

- Have previous experience working with Afghan refugees or Afghan migrant communities.
- Have knowledge and experience of the refugee journey and settlement experience.
- Have a high level of Dari and English language skills
- Are able to relate to, support and negotiate with people of different cultural and religious backgrounds.
- Have a good understanding of the New Zealand system and local social services.
- Have knowledge of confidentiality and privacy act practices.
- Have a working level of computer skills, email, Word.
- Have excellent time management skills.
- Have good communication skills.
- Hold a current motor vehicle driver's license and willing to travel to fulfil job requirements
- Empathy with humanitarian causes
- Enthusiasm and commitment to work as a team member

Casework/Cultural Navigator Role

The Casework/Cultural Navigator role involves forming collaborative and supportive relationships with newly arrived refugees and their families. The cultural navigator is expected to have a high level of cultural competency, where they are respectful and sensitive to cultural differences and practices and experience in Afghan refugee communities, either as a former refugee or through work or life experience. They will be part of a supportive team and will be expected to participate in relevant training programs and workshops provided. The cultural navigator will also assist the team in learning basic Dari, sharing specialised knowledge with the team regards to engaging and collaborating with Afghan people and their families. The Cultural Navigator will 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 Cultural Navigator will be responsible for maintaining working relationships with a number of agencies, support services, volunteers, community organisations and most importantly other Afghan New Zealand communities and the refugees themselves.

Functional Relationships

Report to: Refugee Settlement Support Team Leader

***Internal:* 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.

	<ul style="list-style-type: none"> - 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.
Participation	<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 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
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Caseworker Responsibilities

Key Functions	Standards and Achievements
Refugee Background Information and Education	<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. - Play a central role in educating and upskilling team members in Afghan culture, protocols and practices.
Developing relationships	<ul style="list-style-type: none"> - Develop collaborative and supportive working relationships with refugee individuals and families. - Develop and maintain collaborative and supportive working relationships with other support agencies and services involved with the refugee community. - To work towards and help establish a supportive team environment. - Respect the confidentiality of refugee individuals and families and only share information necessary to assist RSS to deliver appropriate settlement support. This may include appropriate referrals and information to other support agencies and service.
Casework	<ul style="list-style-type: none"> - To support, assist and enable individuals and families to work towards the ‘five resettlement strategies’ of service delivery: self-sufficiency, participation, health and wellbeing, education and housing. - To conduct casework assessments (3 monthly) to: <ol style="list-style-type: none"> 1. Identify and evaluate the changing needs of the families and individuals. 2. Assess the level of family functioning and relevant issues.

	<p>3. Assess the degree of independence and integration into the social community.</p> <ul style="list-style-type: none"> - To adopt and use internal casework management systems and report monthly to the Team Leader. - Attend Supervision as arranged and is relevant to best practice and professional development. - To participate in the development and delivery of the orientation program for the newly arrived refugees. - Attend weekly Team meetings - Attend Supervision - Attend appropriate conference, education opportunities, training workshops relative to the position as required. - Maintain and update own knowledge base as appropriate.
<p>Cultural Navigator Role</p>	<ul style="list-style-type: none"> - Fluent in Dari or similar language - Assist and advise the Refugee Settlement Support Team with professional development and cultural competency in regards to the Afghan refugee context. - Provide knowledge of Afghan culture to Support Team and other agencies and services involved directly with providing support to refugees.
<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

	<p>outcomes from that service. This may require differing levels and types of service provision.</p> <ul style="list-style-type: none"> - Respect, sensitivity, cultural awareness is evident in interpersonal relationships. - Use supervision, training workshops and weekly team meetings to discuss cultural competence issues.
Recognise Maori as Tangata Whenua.	<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
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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

__/__/__

General Manager – Safer Mid Canterbury

Date

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.