



# Safer Mid Canterbury

## Together we're safer

### Job Description

**Position:** Refugee Settlement Support Case Worker / Housing

**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 Support Case Worker/Housing**

#### **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.

- Knowledge and understanding of refugee settlement in NZ or other relevant cross cultural experience

- Have previous experience working with migrant groups
- Able to relate to, support and negotiate with people of different cultural and religious backgrounds.
- Have experience in managing social or private housing.
- Are knowledgeable about NZ Tenancy and Leasing laws.
- Can act as a housing advocate and or mediator for refugee families.
- Have a good understanding of the New Zealand system and local social services.
- Have knowledge of confidentiality and privacy act practices.
- Have knowledge and experience of the refugee journey and settlement experience.
- Have advanced computer skills, including Excel, Word, email and database systems.
- Have excellent time 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 works in the Ashburton region
- Empathy with humanitarian causes
- Enthusiasm and commitment to work as a team member
- Willingness to embrace, seek and understand specific cultural knowledge

### **Caseworker Role/Housing role**

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 the monitoring and supervision of refugee housing, ranging from practical housing issues to client advocacy and mediation with landlords or other agencies.

### **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**

**MBIE - New Zealand Refugee Resettlement Strategy and Outcomes**

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

<b>Strategy</b>	<b>Outcomes</b>
<b>Self-Sufficiency:</b>	<ul style="list-style-type: none"><li>- All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work</li><li>- 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 for 12 months</li></ul>

	<ul style="list-style-type: none"> <li>- All Working-age refugees (18-64 years) are in paid work or are supported by a family member in paid work</li> <li>- Increased proportion of working-age refugees in paid employment.</li> <li>- 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.</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>- Refugees actively participate in New Zealand life and have a strong sense of belonging to New Zealand</li> <li>- Support Refugees to develop to develop a strong sense of belonging to their local community and New Zealand, through participation.</li> <li>- Assist refugees to navigate local services and facilities (e.g., public transport, library; school; Work and Income; HCNZ etc.) independently</li> </ul>
<b>Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>- Refugees actively participate in New Zealand Life and Have a strong sense of belonging to New Zealand.</li> <li>- Link refugees into primary health care services and become able to use them independently.</li> <li>- Assess the needs of individuals and families and refer them to specialist services if required.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>- Development of English language literacy helping refugees to participate in education and daily life</li> <li>- 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.</li> <li>- 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.</li> </ul>
<b>Housing</b>	<ul style="list-style-type: none"> <li>- Refugees live independently of government housing assistance in</li> </ul>

	<p>homes that are safe, healthy and affordable</p> <ul style="list-style-type: none"> <li>- Assist refugees to become confident in navigating housing services and are able to address tenancy and housing issues independently</li> <li>- Conduct house suitability visits prior to refugee arrivals.</li> </ul>
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### Caseworker Responsibilities

Key Functions	Standards and Achievements
<b>Refugee Background Information</b>	<ul style="list-style-type: none"> <li>- Become Familiar with Refugee Reports and assessments provided by the Mangere Refugee Resettlement Service.</li> <li>- 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.</li> </ul>
<b>Developing relationships</b>	<ul style="list-style-type: none"> <li>- Develop collaborative and supportive working relationships with refugee individuals and families.</li> <li>- Develop and maintain collaborative and supportive working relationships with other support agencies and services involved with the refugee community.</li> <li>- To work towards and help establish a supportive team environment.</li> <li>- 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.</li> </ul>
<b>Casework</b>	<ul style="list-style-type: none"> <li>- To support, assist and enable individuals and families to work towards the 'five aims' of service delivery: self-sufficiency, participation, health and wellbeing, education and housing.</li> <li>- To conduct casework assessments (3 monthly) to:</li> </ul>

<p><b>Housing Role</b></p>	<ol style="list-style-type: none"> <li>1. Identify and evaluate the changing needs of the families and individuals.</li> <li>2. Assess the level of family functioning and relevant issues.</li> <li>3. Assess the degree of independence and integration into the social community.</li> </ol> <ul style="list-style-type: none"> <li>- To adopt and use internal casework management systems and report monthly to the Team Leader.</li> <li>- Attend Supervision as arranged and is relevant to best practice and professional development.</li> <li>- To participate in the development and delivery of the orientation program for the newly arrived refugees.</li> <li>- Attend weekly Team meetings</li> <li>- Attend Supervision</li> </ul> <p>-----</p> <ul style="list-style-type: none"> <li>- Managing refugee housing, ensuring the houses are healthy and safe.</li> <li>- Advocate and mediate housing and tenancy issues that may arise between landlords and refugees.</li> <li>- Stay up to date with NZ Tenancy and Leasing laws.</li> <li>- Liaise with MBIE and housing allocation.</li> <li>- Liaise and form relationships with refugees, letting agents, Work and Income, and Housing NZ.</li> </ul>
<p><b>Professional Development</b></p>	<ul style="list-style-type: none"> <li>- Attend appropriate conference, education opportunities, training workshops relative to the position as required.</li> <li>- Maintain and update own knowledge base as appropriate.</li> <li>- Learn refugee language (we think possibly Dari at this stage) with weekly training sessions.</li> </ul>
<p><b>Cultural Competency, Safety and Diversity</b></p>	<ul style="list-style-type: none"> <li>- 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.</li> </ul>

	<ul style="list-style-type: none"> <li>- Understand how various populations require support to be delivered (this includes urban and rural differences, gender roles, religion, family structure, disability etc.)</li> <li>- Acknowledge cultural differences and respecting spiritual beliefs, cultural practices and lifestyle choices=</li> <li>- Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision.</li> <li>- Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> <li>- Use supervision, training workshops and weekly team meetings to discuss cultural competence issues.</li> </ul>
<b>Recognise Maori as Tangata Whenua.</b>	<ul style="list-style-type: none"> <li>- Commitment to the principles of Treaty of Waitangi</li> </ul>
<b>Risk Management Case Work</b>	<ul style="list-style-type: none"> <li>- Understand and follow Safer Mid Canterbury Child Protection Policy</li> <li>- Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting casework responsibilities.</li> <li>- 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.</li> <li>- Adhere to professional practice standards.</li> </ul>
<b>Utilise Information Technology</b>	<ul style="list-style-type: none"> <li>- Demonstrate an ability to access and use available clinical information systems.</li> <li>- Be conversant with case work management systems and/or request upskilling if needed.</li> <li>- Maintain own professional development by attending relevant IT educational programmes.</li> </ul>

<b>Health and Safety Guidelines</b>	<ul style="list-style-type: none"> <li>- Complying with Health and Safety requirements when working in and off the premises of work</li> <li>- Complying with Safer Ashburton Key Operating Policies and Procedures</li> <li>- Keep up to date with security and safety procedures (i.e. personal security phone app)</li> <li>- Participate in Health and Safety Induction program.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>- Be committed to the development of Safer Mid Canterbury District's Multicultural development</li> <li>- Attend all relevant Team and Organisational Meetings</li> </ul>

**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

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**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.

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