



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: Pathways to Settlement Manager

Group: Migration

Location: Masterton

Reports to: Manager Settlement

Position status: Full-time

Version date: 22 September 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Migration

The Migration Group provides community refugee settlement programmes in Aotearoa New Zealand, supporting and empowering new Kiwis as they rebuild their lives here. We support former refugees and vulnerable migrants through several programmes, including Pathways to Settlement, Pathways to Employment and Refugee Trauma Recovery which provides specialist mental health services to former refugees. The Migration group also supports other migrants within Aotearoa New Zealand when there is a humanitarian need, including convention refugees and asylum seekers who are not part of the quota programme and emergency humanitarian responses.

POSITION PURPOSE

This position coordinates Pathways to Settlement (P2S) service delivery, and provides direct management to P2S staff, in up to two settlement locations.

Coordinating the delivery of P2S includes ensuring contractual targets are met and services are delivered within policy and processes. Key to achieving this is the management and leadership of a multidisciplinary team including employees and volunteers.

This role ensures safe social work and settlement work practice across the P2S location(s). It is responsible for building and maintaining networks with key service providers and refugee background groups in the community sector and ensuring referral routes into mainstream service providers.

This position may also be required to provide comprehensive assessments, social work support and settlement support to former refugees settling in New Zealand to regain control of their lives.

KEY RESPONSIBILITIES

Team Leadership

- Establish and agree on performance targets and outputs with direct reports
- Provide clear and supportive leadership to staff to enable them to contribute to the direction of New Zealand Red Cross to their full potential
- Provide support and direction for staff to enable them to achieve agreed goals, providing training and development initiatives which are relevant in improving performance and efficiency
- Maintain correct staffing levels as per budget in conjunction with the Manager, Settlement
- Maintain effective systems to monitor evaluate and report on the performance of team members
- Ensure the programme is delivered safely while adhering to all relevant policies and process
- Maintain quality assurance and monitoring of case work to ensure that clients receive quality service

Supervision and development of staff

- Provide professional supervision to Settlement Case Work staff in accordance with the organisation's supervision policy
- Conduct annual performance reviews with each staff

- Provide induction and ongoing training and development opportunities for P2S staff
- Encourage and promote best practice among the P2S team
- Provide advice and leadership for complex casework
- Contribute to the ongoing development of settlement work and social work in NZRC

P2S Programme Coordination

- Ensure contractual outcomes are achieved for each intake
- Deliver P2S services within organisational policies and procedures including NZRC Code of Conduct and Migration Programmes staff standards
- Provide intake coordination including liaising with Mangere agencies and coordinating settlement activities within the P2S team
- Review and allocate cases, ensuring appropriate caseload levels for all P2S staff
- Ensure the volunteer programme is adequately resourced and supported and appropriate number of volunteers are available for each intake
- Participate in and support training of volunteers
- Coordinate service delivery in conjunction with the local Pathways to Employment team
- Develop and maintain relationships with key stakeholders in the community with a priority on Strengthening Refugee Voice groups
- Deliver P2S within budget and participate in quarterly budget reviews
- Coordinate with P2E staff the annual plan. Monitor and report on delivery of plan quarterly.
- Participate in national programme coordination activities
- Undertake communication and advocacy activities as required
- Oversee housing set-up and management of homeware donations in collaboration with wider Pathways to Settlement colleagues and volunteers

Social Work and Settlement Support

- Provide effective case management and coordination of crisis support
- Assist clients to develop and achieve their settlement plans, including undertaking regular home visits
- Provide individualised information and orientation to clients
- Provide comprehensive assessments, social work support, micro-counselling and skills development services to clients
- Make referrals to appropriate agencies and ensure effective linkages are made
- Advocate on behalf of clients to ensure access to services and resources
- Demonstrate strengths-based social work and cross-cultural understanding both internally and externally
- Maintain communication with volunteers alongside the volunteer coordinator to assist volunteers on placement
- Assist with settlement tasks as required, in conjunction with volunteers and staff

Partnerships, Networking and Advocacy

- Establish and maintain an effective and collaborative working relationship with refugee background communities and the Strengthening Refugee Voice regional representatives
- Attend key community meetings and network groups
- Promote cooperation and coordination among those engaged in community services for refugees
- Coordinate provision of public education and raise awareness with local mainstream service providers on best practice work with refugee clients
- Establish effective networks and collaborative partnerships with local service providers to obtain full access to mainstream services for refugee clients
- Actively participate as part of the wider Red Cross team and work to build 'one team' regionally and nationally

Reporting and budget requirements

- Monitor budgets and ensure expenditure is on track
- Maintain all required case file documentation, including regularly updated case notes
- Contribute information and support as required for regional and national reporting

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.
- Provide strong Health, Safety and Wellbeing (HSW) leadership and lead by example.
- Implement and embed the Health, Safety and Wellbeing Management System (HSWMS) within your team.
- Promote a positive HSW culture.
- Clearly define and communicate HSW responsibilities within your team.
- Identify and follow up on HSW training requirements and opportunities.
- Maintain open communication to empower team members to discuss HSW matters.
- Respond promptly to any HSW issues.
- Actively participate in return to work plans for employees experiencing injuries or long-term illnesses.
- Ensure hazards/risks, incidents and near misses are promptly reported, investigated and closed out.
- Ensure new workers receive a HSW induction.
- Provide opportunities for team members to participate in formal worker participation processes.

RELATIONSHIPS

Internal

NZRC staff and volunteers

External

Former Refugee clients, groups and communities

Agencies providing services to refugee clients

Mangere Refugee Resettlement Centre

Funding providers

PEOPLE

Direct

Up to 8

Indirect

Up to 4

Volunteers

PERSON SPECIFICATION

Knowledge

- Understanding of the refugee journey and the issues faced during the resettlement process
- Understanding of issues in a membership organisation with a substantial volunteer base and humanitarian focus.

Qualifications and/or experience

- In-depth experience in service delivery and direct client contact with families and individuals from a different cultural background
- Proven experience (and ideally a recognized qualification) in providing professional supervision
- Relevant experience in social work and staff management
- Experience in an operational environment, with an understanding of how all the parts work together and contribute to the overall performance outcomes.
- A tertiary social work qualification
- Registration with the Social Worker Registration Board with a current practising certificate or near completion

Skills and other attributes

- Ability to motivate, lead and support a multicultural team with varying levels of education and work experience
- Skills in building and managing effective relationships and networks, with a particular talent for collaboration and building trusting and respectful strategic partnerships.
- Excellent networking and advocacy skills particularly with mainstream service providers: government and non-government agencies such as DHBs, Work and Income and Housing NZ
- Excellent oral and written communication skills
- Excellent IT skills in Microsoft Office Suite
- Excellent time management skills
- Empathy with humanitarian causes
- Enthusiasm and a commitment to work as a team member of Red Cross.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier 5

Employment: Tier 5

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.