



NEW ZEALAND
RED CROSS
RIPEKA WHERO 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: Clinical Lead
Group: Migration
Location: Wellington
Reports to: Manager Migrant Wellbeing
Position status: Full-time
Version date: 28 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.

Refugee Trauma Recovery (RTR) provides a range of specialised mental health services to minimise the impact of traumatic experiences on the mental health of refugee client's and their families. The aim is to enhance the ability of refugees to resettle within New Zealand.

POSITION PURPOSE

The purpose of the Clinical Lead is to provide professional leadership of clinical RTR staff and provide training and professional development to other professional services that have refugees as clients or patients. The Clinical Lead will also have a client caseload.

KEY RESPONSIBILITIES

Client Work and Counselling

- Manage a client caseload. This will involve screening, clinical and needs assessment, advocacy, support, counselling and therapy.

Clinical Management and Leadership

- Provide clinical and professional monitoring, feedback, and advice to clinical staff.
- Facilitate the clinical staff meetings and group supervision of case work.
- Advise the Manager Migrant Wellbeing in recruitment and induction of clinical staff
- Provide advice to the Manager Migrant Wellbeing on clinical aspects of performance reviews, and identification of training and development needs of, all clinical staff.
- Alert the Manager Migrant Wellbeing about any safety or ethical issues impacting on clinical staff and or their work performance.
- Oversee the case loads of all clinical staff and ensure that guidelines recommended by the appropriate professional associations are followed.
- Assist staff to prepare for internal and external audits and statistical reporting.
- Oversee the referral and triage processes, and assess and allocate clients to staff as appropriate
- Manage any wait list and wait time to ensure clients are not disadvantaged as far as practicable.

Training Consultation and Liaison

- Provide liaison and consultation with other service providers as required.

- Represent RTR in appropriate network meetings.
- Meet requests for presentations - delegate where appropriate

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.

RELATIONSHIPS

Internal

- RTR staff
- Local NZRC refugee programmes staff
- All other NZRC people

External

- Refugee background clients, groups and communities
- Generic mental health services provided by District Health Boards
- Counselling/support and mental health agencies in the NGO sector
- Union Health centres throughout Wellington region
- Agencies providing services to clients from a refugee background

PEOPLE

Direct

Nil

Indirect

Nil

Volunteers

Nil

PERSON SPECIFICATION

Knowledge

- Membership of professional organisation or registration board in a relevant field
- A qualification in supervision or management is preferred.
- A sound understanding of the refugee experience
- A comprehensive understanding of and ability to apply appropriate therapeutic models and interventions applicable to former refugee's experience of trauma and grief/loss issues
- Knowledge of trauma processes, grief and loss issues, mental health disorders and issues including Post Traumatic Stress Disorder, Depression, and somatisation of symptoms
- Extensive knowledge of relevant networks

- Understanding of New Zealand health and welfare structures and legal frameworks (e.g., Privacy Act, Health Privacy Code, Health and Disability Commissioner Act, etc) and their implications for health agencies

Qualifications and/or experience

- Qualification/s in relevant field such as clinical psychology, psychotherapy, and counselling.
- A minimum of five years relevant work experience.
- Experience in providing professional leadership to a team of mental health clinicians
- In-depth experience in service delivery and direct client contact with families and individuals from a different cultural background

Skills and other attributes

- Cultural competence and the ability to work cross-culturally, including rapport building with clients of different ethnic backgrounds
- Ability to work with interpreters
- Training and presentation skills and the ability to transfer knowledge of refugee issues and therapeutic interventions to others
- 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 for, and the commitment to, the work of New Zealand 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 Nil

Employment: Tier Nil

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.