



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: Administrator (Refugee Trauma Recovery)

Group: Migration

Location: Wellington

Reports to: Manager Migrant Wellbeing

Position status: Part-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 role provides administrative and database management (PRIMHD) support to ensure contractual compliance of key NZRC projects, primarily with the Refugee Trauma Recovery (RTR) contract. It has a quality focus that includes support to the RTR Practice and Clinical Managers on the development of outcome based reporting, policy development and assistance with meeting auditing requirements.

The role manages the client management system (Recordbase) and manages the DHB contract reporting compliance (PRIMHD), ensuring all staff are trained to use the reporting systems and accurate and timely reports are generated.

While the main focus of this role is to manage the reporting compliance for the RTR project, a secondary component (approx. 18%) is to provide contributions to data management, reporting and evaluation of other refugee programmes.

KEY RESPONSIBILITIES

Reporting and data system management

- Manage client management system
- Manage DHB contract reporting compliance
- Provide Recordbase training for staff
- Refugee programmes data management

Reporting

- Prepare regular reports for RTR management
- Prepare reports for Ministry of Health as required
- Prepare papers for NZRC Board and Refugee Advisory Committee as required, including reporting progress against contract outcomes.
- Prepare external stakeholder reports for annual refugee resettlement reporting.
- Contribute to contract reporting as required for other refugee programmes

PMER (planning, monitoring, evaluation and reporting)

- Distribute client survey and collate results

- Coordinate evaluation of RTR projects/events as required
- Contribute to Monitoring and Evaluation projects as required on refuge programmes
- Support the development of PMER processes within the refugee programmes through implementation of existing NZRC PMER resources.
- Contribute to the development of outcome based assessment tools/information
- Support the Clinical Lead and Team Leader RTR with audit preparations

Administration

- Provide general administration support as required to ensure effective functioning of RTR office
- Manage distribution of RTR publications
- Support, as required, the Clinical Manager with the administration of the clinical requirements of the service.

Organisational Contribution

- Contribute to special projects when required.
- Actively promote the services of NZRC externally

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

NZRC staff and volunteers

External

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PEOPLE

Direct

Nil

Indirect

Nil

Volunteers

Nil

PERSON SPECIFICATION

Knowledge

- A sound understanding of the refugee settlement process.

Qualifications and/or experience

- Experience in a role or roles where all or most of the required knowledge and skills have been successfully demonstrated.
- Previous experience in contract and accountability reporting
- Previous experience advising on, developing and/or implementing results-based accountability frameworks
- A relevant tertiary qualification, or equivalent relevant experience.

Skills and other attributes

- Financial numeracy
- Concise business writing
- Competencies in current IT software
- An understanding of New Zealand government contracting systems
- Strong people skills which promote team commitment
- Ability to network, establish and maintain good working partnerships
- Empathy with humanitarian causes
- Ability to work independently, take initiative, set goals, manage projects and administration, and take responsibility for own learning and development.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

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.