



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](http://redcross.org.nz)

**Job Title:** Counsellor  
**Group:** Migration  
**Location:** Wellington  
**Reports to:** Manager Migrant Wellbeing  
**Position status:** Permanent, 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

The Counsellor focuses on direct clinical work with former refugees. They provide clinical and needs assessment, support, counselling, therapy and referral to specialist health providers as well as advocacy, in conjunction with a range of national and local government agencies. The Counsellor/Psychotherapist may also provide some consultation, liaison, training and support to other agencies that have refugee clients.

## KEY RESPONSIBILITIES

### 1. Client Work

- Screen clients to determine their eligibility for RTR services
- Assess clients for the type and urgency of the service required
- Provide clients with culturally appropriate, goal-focused therapeutic interventions
- Provide care co-ordination, ensuring clients are involved fully in decision-making related to their care
- Make referrals to appropriate agencies and ensure effective linkages are made
- Maintain all required case file documentation, including regularly updated case notes

### 2. Advocacy

- Advocate on behalf of clients to ensure full access to rights, services and resources
- Encourage refugee communities to initiate self-care programmes
- Encourage refugee communities to accept mental health services

### 3. Support for other agencies (Consultation and Liaison)

- Assess the needs of relevant agencies for clinical support
- Provide specialised knowledge and advice at care consultation meetings and into individual case discussions
- Provide specialist supervision and clinical advice to community and generic health services
- Co-facilitate therapeutic groups with clinical staff of other agencies

#### 4. Service Development

- Contribute to service planning and development of policies and procedures
- Provide support and guidance to other Red Cross refugee programmes
- Actively participate as part of the wider Red Cross Migration team
- Engage in individual self-reflective practice and engage in peer group led ongoing self-reflective practice

#### 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

- 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

#### PERSON SPECIFICATION

##### Knowledge

- A sound understanding of the refugee settlement process.
- Knowledge of trauma processes, grief and loss issues, mental health disorders and issues including Post Traumatic Stress Disorder, depression, and somatisation of symptoms
- 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**

- Experience in a role or roles where all or most of the following skills have been successfully demonstrated.
- A Bachelor's degree, or higher qualification, in counselling.
- Registration with the New Zealand Association of Counsellors or another approved professional organisation for counsellors.
- Membership of professional organisation or registration board in a relevant field.
- In-depth experience in service delivery and direct client contact with families and individuals from a different cultural background.

## **Skills and other attributes**

- Ability to work cross-culturally, including rapport building with clients of different ethnic backgrounds
- 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
- 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
- Competent to work with children and young people as well as adults
- Ability to deliver couple/family/group interventions
- Be a team player including ability to collaborate on shared projects
- Excellent oral and written communication skills
- Excellent IT skills in Microsoft Office Suite
- Sound judgement and strong problem-solving skills, including the ability to operate successfully in complex and ambiguous situations.
- Excellent communication and diplomacy skills, including competence in intercultural communication and experience working with people from diverse backgrounds.
- Ability to successfully facilitate group discussions / meetings using remote-working technologies.
- 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.
- Bilingual English and in the language of one of our major client groups (i.e. Arabic, Spanish) would be an advantage

## **DRIVER LICENCE**

A full 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.