



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

**Job Title:** **Employer Liaison**  
**Group:** **Migration**  
**Location:** **Masteron**  
**Reports to:** **Pathways to Employment Manager**  
**Position status:** **Fixed-term, 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.

The goal of the Pathways to Employment service is to assist refugee background individuals to find meaningful and sustainable employment and to be economically independent. Employment not only improves economic independence; it is also important to social wellbeing and connection to New Zealand society.

## POSITION PURPOSE

The purpose of the employer liaison role is to grow the pool of employment opportunities for former refugees in the region, assist in preparing them for their job search and engagement in the New Zealand workforce appropriate to their previous experience and skills and ultimately, to facilitate successful employment. There is an expectation that work experience, internships, trials and paid employment will be monitored for an initial period.

## KEY RESPONSIBILITIES

### Employment assessment and advice

- Work with clients to achieve work experience, internships, trials and paid employment
- Extend the network of employers and organisations willing to consider employing former refugees and offering work experience opportunities
- Work collaboratively with clients to identify appropriate career paths and milestones for reaching their goals
- Conduct individual and small group sessions with clients to develop effective strategic planning and employment seeking skills, an understanding of specific industry requirements and the priorities of employers from different sectors
- Maintain accurate records for reporting requirements and analysis

### Networking and Partnerships

- Network with employers and employment related organisations in the region
- Demonstrate cross cultural understanding both internally and externally
- Work with relevant employers to grow employment opportunities for low skill, skilled and professional individuals from refugee backgrounds
- Keep up to date with labour market trends
- Work collaboratively with Work and Income and other key agencies to enhance and strengthen networking and information sharing

- Actively participate as part of the wider Red Cross team and ensure smooth linkages between resettlement and employment

### **Monitoring and Reporting**

- Maintain accurate records for reporting requirements and analysis
- Document success stories to present to funders
- Maintain up to date email distribution lists of employers and contacts
- Carry out employer satisfaction surveys

### **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**

Former Refugee clients, groups and communities

Current and potential employers

Work and Income staff

Regional education and training providers

Agencies providing services to refugee clients

Employment stakeholders, such as chambers of commerce and Careers NZ

### **PEOPLE**

#### **Direct**

Nil

#### **Indirect**

Nil

#### **Volunteers**

Nil

### **PERSON SPECIFICATION**

#### **Knowledge**

- Awareness of New Zealand employer priorities and familiarity with employment organisations and networks in the region
- Understanding of the refugee journey and common issues faced during the resettlement process

### **Qualifications and/or experience**

- Experience in a role or roles where all or most of the following skills have been successfully demonstrated.
- Excellent and proven relationship building experience
- A relevant tertiary qualification, or equivalent relevant experience.

### **Skills and other attributes**

- Proven skills in career development and the ability to engage with clients collaboratively
- Appreciation of the benefits of diversity in workplaces
- Proven skills in recognizing and developing work readiness
- Ability to build client confidence and job search skills
- Competence in intercultural communication and experience working with people from diverse and marginalised backgrounds
- Excellent communication skills, especially in the art of listening
- Excellent IT skills in Microsoft Office Suite
- Problem solving, strategic planning and advocacy skills and experience
- Ability to work independently, take initiative, set goals, manage time and be responsible for own learning
- 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 full 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.