



POSITION TITLE: Settlement Case Worker

LOCATION: Wellington

RESPONSIBLE TO: Pathways to Settlement Manager

FUNCTIONAL RELATIONSHIPS:

Internal

Pathways to Settlement Staff and Members
Pathways to Employment team
National Migration Support Team
Community Programme staff

External

Refugee clients, groups and communities
Agencies providing services to refugee clients
Interpreting agencies

POSITION SUMMARY:

The purpose of the Settlement Case Worker is to assist newly arrived former refugee families who speak Arabic with practical aspects of their initial settlement; provide linkages to relevant mainstream and community based services and organisations; and assist families to understand how things work in New Zealand and in and around their new homes.

KEY RESPONSIBILITY AREAS:

- Provide generalist casework services directly to newly arrived former refugee families who speak Arabic and with language support to those who speak other languages.
 - Assist clients to develop and achieve their settlement plans, including undertaking regular home visits
 - Provide individualised information and orientation to clients

- Maintain communication with volunteers in coordination with the volunteer facilitator to assist volunteers on placement
- Assist with resettlement tasks as required, in conjunction with volunteers and staff
- Make referrals to appropriate agencies and ensure effective linkages are made
- Advocate on behalf of clients to ensure access to services and resources
- Maintain all required case file documentation, including regularly updated case notes
- Identify clients in crisis or with complex needs and refer to social worker
- Provide language and cultural support alongside other workers as required
- Provide support to new cross cultural workers to promote best practice
- Assist with the orientation programme in the community
- Contribute to opportunities for raising public awareness of the refugee experience
- Contribute to development and training of mainstream service providers to promote full accessibility for clients
- Contribute to the ongoing development of resettlement work in NZRC

Health & Safety

- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries
- Ensure all hazards are promptly assessed for their significance and managed according to the hazard management process.

DELEGATIONS:

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	TBC
Employment Related Delegations	Nil

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

PERSON SPECIFICATION:

Qualifications:

To be fully competent in this role, candidates will need to have had personal experience as a refugee and a comprehensive understanding of the refugee resettlement process. Additionally, the candidate would need:

- Fluency in Arabic
- Experience in refugee settlement and/or the social service or health sectors
- Relevant diploma or tertiary qualification (desirable)

Experience/Competencies

The appointee would be able to demonstrate:

- Experience in cross cultural service delivery and direct client contact with families and individuals who are marginalised, preferably from refugee backgrounds
- Good understanding of the New Zealand system and local social services
- Ability to relate to, support and negotiate with former refugees who speak Arabic
- Advanced computer skills, including Excel, Word, email and database stems
- Effective communication and relationship skills to network, establish and maintain effective partnerships
- Excellent oral and listening skills and above average written communication skills
- Excellent time management skills
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of NZRC

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

Driver’s Licence

A current full motor vehicle driver’s licence is essential.

APPROVED:

Authorised signature:	
Name:	
Position:	
Date:	