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| <b>POSITION TITLE:</b>           | Pathways to Settlement Manager   |
| <b>LOCATION:</b>                 | Dunedin  |
| <b>RESPONSIBLE TO:</b>           | National Migration Manager   |
| <b>FUNCTIONAL RELATIONSHIPS:</b> | <b>Internal</b><br>Pathways to Settlement Staff and Members<br>Pathways to Employment Manager<br>National Migration Team<br>National Migration Support Team<br>Community Programme staff<br>Members<br><b>External</b><br>Refugee clients, groups and communities<br>Agencies providing services to refugee clients<br>Mangere Refugee Resettlement Centre |

### **POSITION SUMMARY:**

The Pathways to Settlement Manager (P2S Manager) coordinates the Pathways to Settlement (P2S) service delivery and provides direct management to key P2S staff.

Coordinating the delivery of P2S includes ensuring contractual targets are met and services are delivered within policy and processes. Key to achieving this is the management and leadership of a multidisciplinary staff including people volunteering.

This role ensures safe practice across the P2S programme. The P2S Manager contributes to development of social work and settlement work within the agency. The role is responsible for building and maintaining networks with key service providers and refugee background groups in the community sector and ensuring referral routes into mainstream service providers.

This role may also be required to provide comprehensive assessments, social work support and settlement support to refugees resettling in New Zealand to regain control of their lives.

## **KEY RESPONSIBILITY AREAS:**

### **Leadership and Management**

- Establish and agree on performance targets and outputs with direct reports
- Provide clear and supportive leadership to staff to enable them to contribute to the direction of New Zealand Red Cross to their full potential
- Provide support and direction for staff to enable them to achieve agreed goals, providing training and development initiatives which are relevant in improving performance and efficiency
- Maintain correct staffing levels as per budget in conjunction with the National Migration Manager
- Maintain effective systems to monitor evaluate and report on the performance of team members

### **Supervision and development of staff**

- Provide professional supervision to Settlement Worker staff
- Provide induction and ongoing training and development for P2S staff
- Encourage and promote best practice among the P2S team
- Provide advice and leadership for complex casework
- Contribute to the ongoing development of resettlement work and social work in NZRC

### **P2S Programme Coordination**

- Ensure contractual outcomes are achieved for each intake
- Deliver P2S services within organisational policies and procedures
- Provide intake coordination including, liaising with Māngere agencies and coordinating settlement activities within the P2S team.
- Review and allocate cases, ensuring appropriate caseload levels for all P2S staff
- Ensure volunteer programme is adequately resourced and supported and appropriate number of volunteers are available for each intake.
- Coordinate service delivery in conjunction with Pathways to Employment Manager (P2E Manager)
- Develop and maintain relationships with key Stakeholders in the community with a priority on Strengthening Refugee Voice groups
- Deliver P2S within budget and participate in quarterly budget reviews
- Coordinate alongside P2E Manager the regional Migration annual plan. Monitor and report on delivery of plan quarterly
- Participate in national programme coordination activities
- Undertake communication and advocacy activities as required

### **Social Work and Settlement Support**

- Provide effective case management and coordination of crisis support
- Assist clients to develop and achieve their settlement plans, including undertaking regular home visits
- Provide individualised information and orientation to clients
- Provide comprehensive assessments, social work support, counselling and skills development services to clients
- Make referrals to appropriate agencies and ensure effective linkages are made
- Advocate on behalf of clients to ensure access to services and resources

- Demonstrate strengths-based social work and cross-cultural understanding both internally and externally
- Maintain communication with volunteers alongside the volunteer coordinator to assist volunteers on placement
- Assist with settlement tasks as required, in conjunction with volunteers and staff
- **Partnerships, Networking and Advocacy**
- Attend key community meetings and network groups
- Promote cooperation and coordination among those engaged in community services for refugees
- Provide public education and raise awareness with local mainstream service providers on best practice work with refugee clients
- Establish effective networks and collaborative partnerships with local service providers to obtain full access to mainstream services for refugee clients
- Actively participate as part of the wider Red Cross team and work to build 'one team' regionally and nationally

#### **Reporting and budget requirements**

- Monitor budgets and ensure expenditure is on track
- Maintain all required case file documentation, including regularly updated case notes
- Contribute information and support as required for regional and national reporting

#### **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.
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#### **DELEGATIONS:**

##### **Staff Management**

|   |     |
|---|-----|
| Number of direct reports                    | TBC |
| Number of staff reporting to direct reports | TBC |

##### **Delegations**

|                                |   |
|--------------------------------|---|
| Financial Delegations          | 4 |
| Employment Related Delegations | 4 |

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:

- Tertiary social work qualification
- Full registration with the Social Worker Registration Board with a current practicing certificate
- A recognised qualification in professional supervision or study towards it is preferred.

### Experience/Competencies

The appointee would be able to demonstrate:

- Understanding of the refugee journey and common issues faced during the resettlement process
- Relevant experience in social work and staff management
- In-depth experience in service delivery and direct client contact with families and individuals from a different cultural background
- Ability to motivate, lead and support a multicultural team with varying levels of education and work experience
- Proven experience in providing professional supervision
- 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
- Presentation and public speaking experience
- Excellent IT skills in Microsoft Office Suite
- Excellent time management skills
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of Red Cross.

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

### Driver's Licence

A current motor vehicle driver's licence is essential.

### APPROVED:

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| Authorised signature: |  |
| Name:                 |  |
| Position:             |  |
| Date:                 |  |