



**POSITION TITLE:** Social Worker Refugee Trauma Recovery

**LOCATION:** Wellington

**RESPONSIBLE TO:** Clinical Manager for work associated with the clinical team  
Practice Manager for line management and other areas of work

**FUNCTIONAL RELATIONSHIPS:**

**Internal**

- Local Red Cross refugee programmes staff
- Local Red Cross staff
- Client services national lead

**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

## **POSITION SUMMARY:**

Refugee Trauma Recovery provides a range of specialised mental health services that will minimise the impact of traumatic experiences on the mental health of refugee client's and their families. The aim is to enhance the ability of refugees to resettle within New Zealand.

The Social Worker works alongside the Clinical Team to provide specialised mental health social work support services to refugees of all ages who have experienced the trauma of war and torture, of refugee life and displacement. This will include psychosocial assessments, care plans, risk management and case management. The Social Worker may also provide consultation, liaison, training and support to other agencies that have refugee clients.

The Social Worker may deliver group programmes that enhance the core counselling service.

## **KEY RESPONSIBILITY AREAS:**

### 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
- Provide social work service to internally referred clients
- Maintain all required case file documentation, including regularly updated case notes

### 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

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

- Assess the needs of relevant agencies for clinical support
- Co-facilitate therapeutic groups with clinical staff of other agencies
- Provide appropriate input to training courses held with a variety of agencies

### 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 team

### 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	Nil
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. Any changes will be mutually agreed.

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:**

- Qualification in Social Work recognised by the NZ Social Work Registration Board
- Full registration with the NZ Social Worker Registration Board
- Relevant specialist post graduate training in mental health would be an advantage

#### **Experience/Competencies**

The appointee would be able to demonstrate:

- Minimum of three years relevant work experience
- Ability to work cross-culturally, including rapport building with clients of different ethnic backgrounds
- Ability to undertake screening and assessment
- A sound understanding of the refugee experience
- A comprehensive understanding of and ability to apply appropriate therapeutic models and interventions applicable to former refugee's experience of torture,

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- trauma and grief/loss issues
- Knowledge of trauma processes, grief and loss issues, mental health disorders and issues including Post Traumatic Stress Disorder, Depression, and somatisation of symptoms
- Ability to facilitate group interventions, with a primary focus on psycho-education.
- Ability to work with interpreters
- Training and presentation skills and the ability to transfer knowledge of refugee issues and therapeutic interventions to others
- In-depth experience in service delivery and direct client contact with families and individuals from a different cultural background
- Excellent networking and advocacy skills particularly with mainstream service providers: government and non-government agencies such as DHBs, Work and Income and Housing NZ
- 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
- Excellent oral and written communication skills
- Excellent IT skills in Microsoft Office Suite
- Excellent time management skills
- Empathy with humanitarian causes
- Bilingual or fluent in a language spoken by the client group would be an advantage
- 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:**

Authorised signature:	
Name:	Niamh Lawless
Position:	Secretary General
Date:	