



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

Job Title: **Manager Pathways to Employment – Ukraine**
Group: **Migration**
Location: **Auckland**
Reports to: **Manager Migration Employment**
Position status: **Full-time**

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

This position coordinates the Pathways to Employment Ukraine (P2EU) service delivery and provides leadership and management of P2EU staff.

Coordinating the service delivery of P2EU includes ensuring contractual targets are met and services are delivered within policy and processes. Key to achieving this is the management and leadership of staff.

The direct management of the P2EU team includes, overseeing the direction of the P2EU programme and ensuring safe and effective client support alongside the National Migration Teams. The P2EU Manager contributes to development of the Pathways to Employment programme nationally through active involvement as part of the national P2EU Managers team.

The role also includes a focus on client work and employment liaison. This involves working with employers, ITOs and employer groups to establish relationships and grow opportunities for clients to gain work experience, internships, and employment.

KEY RESPONSIBILITIES

Team Leadership and Oversight

- Provide leadership and oversight to staff to ensure contract targets and obligations are delivered within appropriate timeframes and to enable them to contribute to the direction of New Zealand Red Cross
- Ensure programmes are delivered safely, and adhere to all relevant policies and process
- Encourage and promote best practice among the P2EU team
- Contribute to the ongoing development of the P2EU service nationally

Staff Management

- Establish and agree on performance targets and outputs with direct reports
- Provide clear and supportive leadership to the team to their full potential
- Maintain correct staffing levels as per budget in conjunction with the appropriate Migration Manager
- Maintain effective systems to monitor, evaluate and report on team performance
- Provide advice and leadership for complex cases

- Provide regular supervision of P2EU staff
- Provide induction, 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

Reporting and budget requirements

- Have a thorough understanding of all delegated budgets, monitor budgets and ensure expenditure is within budget and financial delegation
- Accurately code invoices within expected timeframes
- Maintain accurate records for reporting requirements and analysis
- Document success stories to present to funders and for use in contract reporting
- Maintain up to date database and email distribution lists of employers and contacts
- Carry out client and employer satisfaction surveys as required.

Employment Advice and Guidance

- Demonstrate cultural responsiveness when working with clients and staff
- Provide high quality evidence- based career advice and guidance relevant to the clients' individual needs and circumstances
- Keep up to date with labour market trends, ensuring career advice is based on relevant data
- Support the development of client CVs
- Work collaboratively with other team members: Employment Liaison, Employment Assessor Advisor and Community Champion to achieve the best outcome for the clients
- Conduct individual and small group sessions with clients to develop effective strategic planning and job search skills, an understanding of specific industry requirements and the priorities of employers from different sectors
- Assist clients to develop work readiness for the New Zealand labour market

PLUS a specific focus on: Employment Liaison

Liaising with Employers and Employment Advice

- Source work experience, internships, trials and paid employment appropriate to client's skills and experience
- Work with relevant employers and organisations to grow employment opportunities for low skill, skilled and professional individuals from refugee backgrounds
- Work collaboratively with clients to identify appropriate career pathways and milestones for reaching their short- and long-term goals
- Assist clients to develop and achieve appropriate work readiness to be successful in the New Zealand labour market
- Demonstrate cultural responsiveness when working with clients and staff.
- Engage with Industry Training Organisations (ITOs), employer groups and new employers promoting the benefits of diversity and hiring workers from a refugee background
- 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

- Support clients placed in employment for 6 months to ensure both employer and employee have support to work through issues that may arise and relevant induction and training opportunities are made available
- Keep up to date with labour market trends – ensuring any careers advice given is based on relevant data

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.
- Provide strong Health, Safety and Wellbeing (HSW) leadership and lead by example
- Implement and embed the Health, Safety and Wellbeing Management System (HSWMS) within your team.
- Promote a positive HSW culture.
- Clearly define and communicate HSW responsibilities within your team.
- Identify and follow up on HSW training requirements and opportunities.
- Maintain open communication to empower team members to discuss HSW matters.
- Respond promptly to any HSW issues.
- Actively participate in return to work plans for employees experiencing injuries or long-term illnesses.
- Ensure hazards/risks, incidents and near misses are promptly reported, investigated and closed out.
- Ensure new workers receive a HSW induction.
- Provide opportunities for team members to participate in formal worker participation processes.

RELATIONSHIPS

Internal

NZRC staff and volunteers

External

Refugee background clients, groups and communities

Current and potential employers

Employment stakeholders, such as Chambers of Commerce and Careers NZ

Regional education and training providers

Agencies providing services to refugee clients

PEOPLE

Direct
Up to 6

Indirect
Nil

Volunteers

PERSON SPECIFICATION

Knowledge

- Understanding of the refugee journey and the issues faced during the resettlement process
- General understanding of the armed conflict in Ukraine and the visa process from Ukrainians arriving in NZ post Feb 2022.
- Understanding of issues in a membership organisation with a substantial volunteer base and humanitarian focus.
- Membership of a professional organisation in a relevant field, such as CDANZ or TESOLANZ (desirable)
- An English language teaching or applied linguistics qualification (Required for Employment Assessor/Advisor)
- Awareness of New Zealand employer priorities and familiarity with employment organisations and networks in the region
- Knowledge of the tertiary education sector and vocational training provision
- Appreciation of the benefits of diversity in workplaces

Qualifications and/or experience

- Personal experience of a refugee journey and/or a comprehensive understanding of the refugee resettlement process.
- Budget management experience
- Experience in an operational environment, with an understanding of how all the parts work together and contribute to the overall performance outcomes.
- Tertiary education in a relevant field and/or equivalent experience

Skills and other attributes

- Ability to motivate, lead and support a multicultural team with varying levels of education and work experience
- Ability to speak another language (desirable)
- Proven skills in career development and the ability to engage with clients collaboratively
- 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
- Excellent and proven skills in relationship building
- Ability to work independently, take initiative, set goals, manage time and be responsible for own learning

- An empathy with humanitarian causes
- Enthusiasm and 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.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier 5

Employment: Tier 5

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.

This role is a maternity leave cover and is fixed term to 30 Sept 2024