



NEW ZEALAND
RED CROSS
RIPEKA WHERO AOTEAROA

POSITION TITLE:	Pathways to Employment Manager
LOCATION:	Invercargill
RESPONSIBLE TO:	National Migration Manager
DIRECTY SUPERVISING:	Pathways to Employment
FUNCTIONAL RELATIONSHIPS:	Internal National P2E Programme Manager National Migration Manager National P2E team Local and Regional Red Cross staff and volunteers External Refugee background clients, groups and communities Current and potential employers Employment stakeholders, such as chambers of commerce and Careers NZ Work and Income regional office staff, service centre managers, programme coordinators and case managers Regional education and training providers Agencies providing services to refugee clients

POSITION SUMMARY:

The Pathways to Employment Manager (P2E Manager) coordinates the Pathways to Employment (P2E) service delivery and provides leadership and management of P2E staff in Invercargill.

Coordinating the service delivery of P2E 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 P2E teams includes, overseeing the direction of the P2E and Open Road programmes and ensuring safe and effective client support alongside the Pathways to Settlement and National Migration Teams. The P2E manager contributes to development of the Pathways to Employment programme nationally through active involvement as part of the national P2E Managers team.

The role also includes intensive, individualised work with both refugee background clients and potential employers in Invercargill as an Employer Liaison, supporting clients to gain employment.

KEY RESPONSIBILITY AREAS:

Leadership and Oversight

- Provide Leadership and oversight to staff to ensure contract targets and obligations are delivered within appropriate timeframes
- Ensure programme is delivered in safely while adhering to all relevant policies and process
- Encourage and promote best practice among the P2E and Open Road team
- Contribute to the ongoing development of the P2E service nationally
- Coordinate service delivery in conjunction with Pathways to Settlement Manager (P2S Manager)
- Coordinate alongside P2S Manager the regional Migration annual plan. Monitor and report on delivery of plan quarterly.

Staff 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

- 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
- Provide advice and leadership for complex cases in conjunction with the National Social Work Advisor.
- Provide regular supervision of P2E and Open Road 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.

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
- Keep up to date with labour market trends

Stakeholders

- Network with employers and employment related organisations in the Invercargill region
- Work collaboratively with Work and Income and other key agencies to enhance and strengthen networking and information sharing
- When appropriate, network and collaborate with refugee background communities, leaders and refugee led organisations.

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.

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.

DELEGATIONS:

Staff Management

Number of direct reports	1 - 4
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	4
Employment Related Delegations	4

PERSON SPECIFICATION:

Qualifications:

Tertiary education in relevant field

Experience/Competencies

The appointee would be able to demonstrate:

- Ability to motivate, lead and support a team
- Awareness of New Zealand employer priorities and familiarity with employment organisations and networks in the region
- 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
- Understanding of the refugee journey and common issues faced during the resettlement process
- 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 relationship building
- Ability to work independently, take initiative, set goals, manage time and be responsible for own learning
- 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.

Driver's Licence

A current motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	
Position:	
Date:	