



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERE AOTEAROA

## 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](https://redcross.org.nz)

**Job Title:** Settlement Case Worker  
**Group:** Migration  
**Location:** Masterton  
**Reports to:** Pathways to Settlement Manager  
**Position status:** Permanent, Full-time  
**Version date:** 22 September 2022

### 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

The Settlement Case Worker assists newly arrived former refugee families. They provide language support 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 RESPONSIBILITIES

### 1. Generalist casework services for clients

- 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 team to assist volunteers on placement
- Assist with settlement tasks as required, in conjunction with volunteers and other settlement team members
- 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

### 2. Support settlement team activities

- 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 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.

## RELATIONSHIPS

### Internal

Pathways to Settlement employees and volunteers  
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

## STAFF

### Direct

Nil

### Indirect

Nil

## PERSON SPECIFICATION

### Knowledge

- A sound understanding of the refugee settlement process.
- Good understanding of the New Zealand system and local social services

### Qualifications and/or experience

- Personal experience as a refugee and a comprehensive understanding of the refugee resettlement process
- Experience in refugee settlement and/or the social service or health sectors
- Experience in cross cultural service delivery and direct client contact with families and individuals who are marginalised, preferably from refugee backgrounds
- A relevant tertiary qualification, or equivalent relevant experience (desirable)

### Skills and other attributes

- Ability to relate to, support and negotiate with former refugees.
- Advanced computer skills, including Excel, Word, email and database systems
- 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
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

### **DRIVER LICENCE**

A current full car driver licence is required for this role.

### **DELEGATIONS**

Financial: Tier Nil

Employment: Tier Nil

### **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.