



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 Cross Cultural Worker

**Group:** Migration

**Location:** Masterton

**Reports to:** Settlement Lead

**Position status:** Casual

**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

Settlement Cross Cultural Workers provide the bridge between the NZ host community and new arrivals through both cultural advice and linguistic support.

This role helps facilitate understanding of NZ society for refugees and helps those supporting them in New Zealand to understand the culture and background of the refugees. They advocate for former refugee clients in the NZ social context.

## KEY RESPONSIBILITIES

### 1. Support refugee families and other NZRC employees working with them

- Ensure that refugee families can communicate in the NZ environment by providing language support for former refugees to communicate with NZRC staff and volunteers
- Provide linguistic support to the NZRC Settlement Social Workers and Settlement Case Workers supporting former refugee clients
- Support clients to develop and achieve their pathway to settlement plans
- Ensure that appropriate and effective linkages are made to service providers
- Provide cross cultural interpretation and information
- Assist with the orientation programme in the community
- Build and maintain positive relationships with refugee communities
- Contribute to opportunities for raising public awareness about refugees.

## 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 team members and volunteers  
Pathways to Employment team members  
National Migration team members,  
Other NZRC people

### External

Former refugee clients, groups and communities  
Agencies providing services to former refugee clients

## STAFF

### Direct

Nil

### Indirect

Nil

## PERSON SPECIFICATION

### Knowledge

- A sound understanding of the refugee settlement process.

### Qualifications and/or experience

- Proven experience supporting own ethnic community

### Skills and other attributes

- Proven ability to use mother tongue and English in a cross-cultural environment
- Good interpreting skills
- Good written skills and ability to document work with clients
- Good listening skills and understanding of the role of the professional helper
- Excellent liaison and communication skills
- Advocacy skills
- Be a team player as well as work independently
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

## DRIVER LICENCE

A current full car driver licence is desirable 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.