



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 Social Worker  
**Group:** Migration  
**Location:** Wellington  
**Reports to:** Team Leader, Pathways to Settlement  
**Position status:** Fixed-term, 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 Social Worker provides comprehensive assessments, social work and settlement support to former refugees settling in New Zealand. The role assists newly arrived former refugee families with practical aspects of their initial settlement and provide linkages to relevant mainstream and community-based services and organisations.

## KEY RESPONSIBILITIES

### 1. Social Work and Settlement Support

- Assist clients to develop and achieve their settlement plans, including undertaking regular home visits
- Provide individualised information and orientation to clients
- Provide effective case management and coordination of crisis support
- Provide comprehensive assessments, social work support, micro-counselling and skills development services to clients
- Make referrals to appropriate agencies and ensure effective linkages are made
- Advocate on behalf of clients to ensure access to services and resources
- Demonstrate strengths-based social work and cross-cultural understanding both internally and externally
- Maintain communication with volunteers alongside the volunteer coordinator to assist volunteers on placement
- Assist with settlement tasks as required, in conjunction with volunteers and staff
- Maintain all required case file documentation, including regularly updated case notes
- Deliver Pathways to Settlement services within organisational policies and procedures including NZRC Code of Conduct and migration staff standards

### 2. Networking and Advocacy

- Attend community meetings and network groups as required
- Provide public education and raise awareness with local mainstream service providers on best practice work with former refugee clients

### 3. Team contribution

- Provide support and guidance to settlement case workers and cross-cultural workers as required, including support with complex case work
- Contribute to the ongoing development of settlement work and social work in NZRC
- Provide supervision and on the job training to social work students on placement
- Actively participate as part of the wider Red Cross team

### 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 staff and volunteers  
Pathways to Employment team members  
National Migration Team  
Other Red Cross staff and volunteers

#### External

Refugee clients, groups and communities  
Agencies providing services to former refugee clients  
Interpreting agencies

### STAFF

#### Direct

Nil

#### Indirect

Nil

### PERSON SPECIFICATION

#### Knowledge

- A sound understanding of the refugee settlement process (desirable)

#### Qualifications and/or experience

- Registration with the Social Worker Registration Board with a current practising certificate or near completion
- A relevant tertiary qualification in social work
- Relevant experience in social work

#### Skills and other attributes

- Ability to relate to people of different cultures and religious backgrounds
- Willingness to embrace, seek and understand specific and relevant cultural knowledge
- Ability to network and build positive working relationships

- Excellent oral and written communication skills
- Excellent IT skills in Microsoft Office Suite
- Excellent time management skills
- Sound judgement and strong problem-solving skills, including the ability to operate successfully in complex and ambiguous situations.
- Excellent communication and diplomacy skills, including competence in intercultural communication and experience working with people from diverse backgrounds.
- Ability to work independently, take initiative, set goals, manage projects and administration, and take responsibility for own learning and development.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

### **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 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.