



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

Job Title: Settlement Youth Worker
Group: Migration
Location: Palmerston North
Reports to: Pathways to Settlement Manager
Position status: Permanent, Part-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 Youth Worker provides specialised, tailored support for young people who are settling in New Zealand as part of the refugee quota. They support young people in building social networks, navigating the education system and participating in extra-curriculum activities.

KEY RESPONSIBILITIES

1. Directly support newly arrived young former refugees in the region

- Assist young people to develop and achieve their settlement goals, including by undertaking home visits
- Assist with settlement tasks as required, in conjunction with volunteers and other Migration employees
- Assist youth and their families to connect with local youth services and activities
- Advocate on behalf of young people to ensure access to services and resources
- Maintain all required documentation, including regularly updated case notes
- Identify young people in crisis or with complex needs and refer to the appropriate Migration team member

2. Support the wider Migration team with development of tailored youth support

- Champion settlement best practice for young people within NZRC
- Provide advice and guidance on youth culture and issues to NZRC settlement teams
- Maintain networks with youth-specific agencies and services that young people and their families can access
- Contribute to development and training of mainstream service providers to promote full accessibility for young people, especially regarding youth settlement
- Identify improvements in settlement practices that would enhance the experience of young people settling in NZ
- Contribute to the implementation of the National Youth Action Plan

3. Settlement and Orientation Programmes in the Community

- Run youth orientation sessions for each refugee intake
- Assist with settlement orientation programmes
- Coordinate and run any identified youth activities aimed at supporting integration and youth engagement

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

NZRC employees and volunteers

External

Potential volunteers (groups and individuals)

PEOPLE

Direct

Nil

Indirect

Nil

Volunteers

PERSON SPECIFICATION

Knowledge

- A sound understanding of the refugee settlement process, preferably via lived experience as a former refugee.
- Good understanding of the New Zealand education system and local social services

Qualifications and/or experience

- Experience in a role or roles where all or most of the following skills have been successfully demonstrated.
- A relevant tertiary qualification, or equivalent relevant experience in youth work.
- Experience in refugee settlement and/or the social service, education or health sectors.
- Experience in cross cultural service delivery and direct client contact with families and individuals who are marginalised, preferably from refugee backgrounds

Skills and other attributes

- Advanced computer skills, including Excel, Word, email and database systems

- 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 successfully facilitate group discussions / meetings using remote-working technologies.
- Ability to work independently, take initiative, set goals, manage projects and administration, and take responsibility for own learning and development.
- Effective relationship skills to network, establish and maintain effective partnerships
- Excellent oral and listening skills, and above-average written communication skills
- 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 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.