



NEW ZEALAND
RED CROSS

POSITION TITLE:

Settlement Cross Cultural Worker

RESPONSIBLE TO:

Settlement Lead

FUNCTIONAL RELATIONSHIPS:

Internal

Settlement case workers, Settlement cross cultural workers and settlement social workers in area

Volunteer team and volunteers

Pathways to employment team

Humanitarian services manager and team

External

Refugee clients, groups and communities

Agencies providing services to refugee clients

Education facilities

POSITION SUMMARY:

The purpose of the settlement cross cultural worker is to provide the bridge between the NZ host community and the new arrivals through both cultural advice and linguistic support.

The main objectives of this role are:

- To ensure that refugee families are able to communicate in the NZ environment
- To facilitate understanding of NZ society for refugees, and the culture of the refugees for those supporting them in NZ
- To provide linguistic support to settlement social workers and resettlement case workers supporting refugee clients
- Support clients to develop and achieve their pathway to settlement plans
- To ensure that appropriate and effective linkages are made to service providers
- To advocate for refugee clients in the NZ social context.

KEY RESPONSIBILITY AREAS:

- Provide language support for refugees who speak a foreign language to communicate with Red Cross staff and volunteers
- Provide cross cultural interpretation and information
- Assist with the orientation programme in the community
- Contribute to opportunities for raising public awareness about former refugees.

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.

DELEGATIONS:

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

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.

PERSON SPECIFICATION:

Qualifications:

- Proven ability to use mother tongue and English in a Cross-cultural environment
- Relevant qualifications
- Proven experience in own ethnic community

Experience/Competencies

The appointee would be able to demonstrate:

- 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
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

Travel [OPTIONAL]

The appointee must be able to travel.

Driver's Licence [OPTIONAL]

A current motor vehicle driver's licence is desirable.

APPROVED:

Authorised signature:	
Name:	
Position:	
Date:	