



# Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

## Job Description

<b>Position:</b>	Refugee Settlement Support Service Team Leader
<b>Location:</b>	Safer Mid Canterbury Offices, Ashburton
<b>Hours of Work:</b>	40 hours per week
<b>Date Issued:</b>	<b>October 2023</b>
<b>Reports to:</b>	General Manager – Safer Mid Canterbury
<b>Direct Reports:</b>	Cultural Navigator Family Caseworker x 2 Volunteer Coordinator / Driving Coordinator Housing Coordinator Post Settlement Coordinator Health Navigator x 2 Multicultural Council Coordinator
<b>Purpose:</b>	<p>To lead the development and implementation of a comprehensive, integrated and evidence-based Refugee Settlement Support Service ensuring the specific needs and priorities of former refugees are met in their first 24 months of settlement in New Zealand.</p> <p>To lead and provide management oversight to the Refugee Resettlement Support Service Team.</p> <p>To ensure the outcomes contained within the Ministry of Business and Innovation Refugee Resettlement Services contract are achieved and reported upon as required.</p> <p>To undertake ongoing community education with media, social agencies, services and clubs to encourage positive messaging and help create a welcoming and accepting community.</p> <p>To support and maintain collaborative relationships with key stakeholders (encompassing NGOs, schools, local and national government providers and departments).</p>

## ***Functional Relationships:***

### *Internal to Safer Mid Canterbury*

- ❖ General Manager
- ❖ Safer Management Team
- ❖ Board Chair and trustees
- ❖ Safe Communities Chair
- ❖ Finance and administration staff
- ❖ Service staff
- ❖ Direct reports

### *External to Safer Mid Canterbury*

- ❖ Refugee Settlement Service clients
- ❖ Ashburton District Council
- ❖ Key stakeholder group
- ❖ MBIE
- ❖ Welcoming Communities
- ❖ Hakatere Multicultural Council
- ❖ Red Cross (who hold the contract for Refugee Employment Support)
- ❖ NGOs
- ❖ Local and central government departments
- ❖ Early Childhood Education providers
- ❖ Schools
- ❖ Adult Education providers
- ❖ Media
- ❖ Iwi, hapū and Māori community organisations
- ❖ Health providers
- ❖ Community at large

### **Job Responsibilities:**

- Ensure service is in line with contractual requirements.
- Provide reporting mechanisms that are in line with contractual requirements.
- Ensure the achievement of contractual outcomes.
- Employ and carry out day-to-day supervision of direct reports.
- Oversee and carry out risk planning for service and service activities.
- Lead key stakeholder group/alliance (quarterly stakeholder meetings).
- Work with the team in the direct delivery of services to former refugees.
- Conduct social work assessments to identify if/what specialist support might be required for individual former refugees.
- Ensure mechanisms are in place to link former refugees to all appropriate services.
- Make referrals to specialist services where need is identified.
- Take a leadership role in building relationships and networks across organisations and agencies.

Approximately 60% of the team leader's role encompasses team leadership, community connection and development, compliance, and reporting. Approximately 40% includes working directly with former refugees in a social worker role. This can include complex casework, social advocacy, community liaison and/or other activities.

## NATURE AND SCOPE OF RESPONSIBILITIES

Key Accountability	Standards / Achievements
Operational and Staff Oversight	<ul style="list-style-type: none"> <li>• Organise and manage resources to ensure service delivery against the annual work plan.</li> <li>• Develop and maintain a professional and motivated workforce. This includes recruitment, training, and performance management.</li> <li>• Lead staff to exemplify best-in-class performance that is driven by accountabilities.</li> <li>• Lead day-to-day operations in accordance with policies, procedures and agreed KPIs.</li> <li>• Provide high-quality operational and performance reporting to both internal and external stakeholders.</li> <li>• Work with the General Manager in maintaining appropriate service structure and processes for service delivery including the seamless sharing of resources as required.</li> <li>• Continue an effective communication and marketing programme.</li> <li>• Maintain up-to-date employment contracts and job descriptions, reviewing them as required or as legislative requirements may dictate.</li> <li>• Take part in annual 360 degree performance review at the conclusion of each financial year.</li> </ul>

## **Social Work Assessments**

Former refugees will come with a number of complex needs. Many of these will be easily identified by case workers and appropriate referrals can be made to local organisations and agencies.

However, some former refugees will have had experiences that have impacted them significantly, and as such may require specialist support. Part of this role will be carrying out complex need assessments to identify what that specialist need might be, then working with the client to ensure they are referred to the appropriate service and that they receive support in a timely fashion.

- Support caseworkers in identifying clients who may need additional support.
- Where required, conduct strength and needs social work assessment to identify if/what specialist support may be required.
- If additional support is required, develop individual plan for former refugee to be monitored internally.
- As appropriate, make referrals to specialist services, monitoring these to ensure client receives appropriate services.
- Advocate as required where gaps exist in appropriate specialist supports for former refugees.
- Ensure identification system, assessment and subsequent referrals are timely.

<b>Relationship Development</b>	<ul style="list-style-type: none"> <li>• Establish and maintain appropriate professional relationships with key stakeholders and forums.</li> <li>• Strengthen relationships and structures to support collaboration across local agencies involved in former refugee settlement.</li> <li>• Collaborate and partner with Ashburton Council-led Refugee and Migrant Steering Group. <ul style="list-style-type: none"> <li>- <i>Key stakeholders would include our secondary schools, ministry health providers, Police, Oranga Tamariki, Work and Income, Council and the local and regional NGO sector organisations.</i></li> </ul> </li> <li>• Work with Arowhenua and Hakatere Marae to ensure bicultural settlement.</li> <li>• Provide a conduit for disseminating national policy and guidance on former refugee settlement to the local community.</li> <li>• Identify current and emerging local issues to be communicated to government to ensure that the specific needs of former refugees are being addressed and resourced.</li> </ul>
---------------------------------	---

Key Accountability	Standards / Achievements
<b>Planning and Reporting</b>	<ul style="list-style-type: none"> <li>• Monitor and review internal case management system.</li> <li>• Monitor and review internal reporting system for case workers to record information and report monthly to team leader.</li> <li>• Report as required to the Ministry for Business and Innovation, as per contract requirements.</li> <li>• Collate information and project updates to key stakeholder groups and General Manager.</li> <li>• Oversee communication and marketing initiatives ensuring positive messaging.</li> <li>• Complete risk management plans for activities/outings and the like.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Attend appropriate conferences, education opportunities, training workshops relative to the position as required.</li> <li>• Maintain and update own knowledge base as appropriate.</li> <li>• Ensure appropriate training and development for case workers.</li> <li>• Ensure all new staff undertake specific cultural training programme, provided by Cultural Navigator.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Undertake other tasks associated with the planning and reporting functions, for example district annual planning processes, needs assessment, strategic planning, etc.</li> <li>• Participate in refugee forums.</li> <li>• Other duties as requested by the General Manager in line with supporting former refugees and advised by key stakeholder group.</li> </ul>
<b>Cultural Safety &amp; Diversity</b>  <b>Commitment to the principles of Treaty of Waitangi</b>	<ul style="list-style-type: none"> <li>• Application of cultural competencies.</li> <li>• Understanding of how various populations require support to be delivered (this includes urban and rural differences).</li> <li>• Recognise Māori as tangata whenua.</li> <li>• Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision.</li> <li>• Respect, sensitivity and cultural awareness must be evident in interpersonal relationships.</li> </ul>

<b>Honouring Cultural Diversity</b>	<ul style="list-style-type: none"><li>• Cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.</li></ul>
-------------------------------------	--

Key Accountability	Standards / Achievements
Utilise Information Technology	<ul style="list-style-type: none"> <li>• Demonstrate an ability to access and use available clinical information systems.</li> <li>• Be conversant with applications required for specific discipline/role.</li> <li>• Maintain own professional development by attending relevant IT educational programmes.</li> </ul>

*I have read and understood the above job description and accept all of the above responsibilities incorporated herein.*

Signed by:

\_\_\_\_\_  
Refugee Settlement Services Team Leader

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

Signed by: Kevin Clifford

\_\_\_\_\_  
General Manager – Safer Mid Canterbury

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date



## PERSON SPECIFICATIONS

	Minimum	Preferred
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Registered Social Worker</li> <li>A full NZ Driver's Licence</li> </ul>	<ul style="list-style-type: none"> <li>Professional experience in working with refugee community</li> <li>Professional experience in working in cross-cultural setting</li> <li>Professional experience in working with vulnerable communities</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>A minimum of three years' relevant experience in area of practice</li> <li>Demonstrated knowledge and experience of the health and social services sectors</li> <li>Experience in cross-agency collaboration</li> <li>Demonstrated experience in team leadership and/or project management</li> <li>Experience with working with Māori organisations and community groups</li> <li>Experience in supervising staff</li> <li>Experience as an advocate for vulnerable persons</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of three years' relevant experience in area of practice</li> <li>Demonstrated knowledge and experience of the health and social services sectors, particularly with migrant/refugee populations</li> <li>Leadership in cross-agency collaboration</li> <li>Demonstrated experience leading complex projects across agencies</li> <li>Demonstrated knowledge and experience working with Māori whānau, hapū and iwi</li> <li>Experience in employing, leading and supervising staff</li> <li>Experience as an advocate for vulnerable persons</li> </ul>
<b>Skills/Knowledge/Behaviour</b>	<ul style="list-style-type: none"> <li>Project management skills</li> <li>Well-developed interpersonal skills</li> <li>Excellent relationship building and management skills</li> <li>Written and oral communication skills</li> <li>Ability to access and interpret relevant research</li> </ul>	<ul style="list-style-type: none"> <li>Advanced proven project management skills</li> <li>Proven interpersonal and relationship management skills with the ability to relate with a wide range of people</li> <li>Excellent oral and written communication skills</li> <li>Advanced skills in accessing and interpreting relevant research</li> </ul>

	Minimum	Preferred
	<ul style="list-style-type: none"> <li>• Planning and service development skills</li> <li>• Advanced communication and negotiation skills</li> <li>• Excellent presentation skills</li> <li>• Quality improvement knowledge and skills</li> <li>• Project report writing experience</li> <li>• Time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Well-developed conceptual thinking with a strategic focus</li> <li>• Demonstrated networks with relevant stakeholders</li> <li>• Ability to present using a range of multimedia to a wide range of audiences</li> <li>• Demonstrated knowledge of quality systems and evidence based practice</li> <li>• Demonstrated knowledge of private, public and voluntary resources in the community</li> <li>• Ability to achieve complex outcomes delivering reports on time and within budgets</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Innovative and flexible</li> <li>• Team player with a can-do attitude</li> <li>• Action-oriented</li> <li>• Energetic and self-motivated</li> <li>• A proven ability to prioritise competing demands</li> <li>• Commitment to professional development</li> <li>• Ability to motivate others</li> <li>• A commitment to cultural awareness and its application in practice</li> </ul>	

## **General**

**Jointly with your line manager, monitor workloads ensuring an equitable and rewarding balance.**

### *Outcome*

- Satisfying and supportive working environment
- Management's awareness of workload pressures

**Comply with reporting, accountability and health and safety requirements.**

- Reporting to contracts as required
- Complying with health and safety requirements when working in and off the premises of work
- Complying with Key Operating Policies and Procedures

### *Outcome*

- Timely return of contract report statistics
- Compliance with other reporting requirements
- Safe working environment

**Attend relevant team and organisational meetings.**

### *Outcomes*

- The staff member is a fully-participating member of Safer Mid Canterbury and will attend SMC staff meetings monthly
- The staff member leads, attends, and provides information to key stakeholder group meetings

**Be committed to Safer Mid Canterbury's bicultural and multicultural development**

### *Outcomes*

- Bicultural development will be integrated into service responses and project delivery
- Multicultural development will be integrated into service responses and project delivery
- Take part in Safer Mid Canterbury's te reo Māori workshops and language courses

**Systems and processes maintained and up to date.**

### *Outcomes*

- Filing systems, both in hard copy and electronic, kept up to date and easily accessible.
- Regular time put aside each month to ensure systems and processes continue to meet organisation demands
- Regular planning each month to ensure goals and priorities for month will be achieved

## CONDITIONS OF APPOINTMENT

### Refugee Support Service Team Leader – Safer Mid Canterbury

---

Hours of Work:	<p>Your ordinary hours of work will be 40 hours per week. Due to the nature of the position some flexibility in hours will be required, however hours will generally be worked Monday to Friday inclusive.</p> <p>On occasion, there may be the need to work outside of what might be considered ordinary working hours, e.g. attending meetings or events in the evenings or occasional weekend.</p>
Remuneration:	<p>Salary package to be negotiated with preferred candidate.</p> <p>4 weeks annual leave.</p>
Place of work:	<p>The staff member will work from our main office based in Ashburton and will spend time working out in the community. There will be the need to travel on occasion to other locations outside our district and up to the Refugee Resettlement Centre in Auckland.</p>
Other conditions of appointment:	<p>Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000 and its amendments, other Acts which govern employment, and an Individual Employment Agreement.</p>

---