



Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

Job Description

Ashburton Refugee Health Nurse

Tapuhi Whai Rēhita tangā (Registered Nurse)

Position:	Refugee Health Nurse, Refugee Settlement Support Service Ashburton
Location:	The offices of Safer Mid Canterbury
Hours of Work:	20 hours per week
Date Issued:	July 2025

The Refugee Health Nurse will be part of the Refugee Health Team and the wider Refugee Settlement Support Service Team, and will be expected to participate in relevant meetings, training programs and workshops. The Refugee Health Nurse will be expected to work in with the team, support the team where needed and share in their overall workload.

Position Objective:

Working as part of a team, to contribute to equitable access and health outcomes for former refugees resettled in Ashburton. This Registered Nurse position supports enrolment with Ashburton General Practices and connection with primary care services for former refugees resettling in Ashburton. The role requires building relationships and collaboration with General Practice teams and other health and social services.

Position Purpose:

The Ashburton Refugee Health Nurse supports new former refugees resettling in Ashburton through the quota program to enrol into primary health care, and collaborates with other health, wellbeing and wraparound services, so that their health and wellbeing needs are met. We work towards a timeframe of 6 months for less complex clients and look to 12 months for those with higher needs.

The role also supports the wider Refugee Settlement Support Service Team to develop their capacity to provide culturally responsive quality health care to former refugees, and works in an integrated way with other health, wellbeing and wraparound services.

The role will also ensure maintenance of the overarching philosophy of Nursing as that of professional collegiality and inclusiveness; acknowledging differences in service provision and settings. It is recognised that the role and detailed functioning of the Refugee Health Nurse will be influenced by factors such as enrolled population, special interests of the team and geographical location.

As a Registered Nurse, you will be recognised as:

- a highly skilled and compassionate leader in primary and community-based nursing,
- working collaboratively to improve healthcare outcomes for all our populations,
- an advocate, educator, innovator and policy maker.

Functional Relationships

Report to: Refugee Settlement Support Service Team Leader

Internal (Safer Mid Canterbury):

- ❖ General Manager
- ❖ Refugee Settlement Support Service Team Leader
- ❖ Refugee Health team
- ❖ Refugee Settlement Support Service Team

External to:

- ❖ Refugee Health Service Pegasus Health
- ❖ Canterbury Refugee Health Clinical Lead
- ❖ Refugee Settlement Support Service clients
- ❖ Ashburton former refugee patients and whānau
- ❖ Ashburton general practice teams
- ❖ General Practice Teams throughout the region
- ❖ Ashburton Practice Managers
- ❖ Ashburton Community Pharmacists
- ❖ NZ Red Cross and/or other Resettlement Agency Resettlement Team
- ❖ Safer Mid Canterbury and other Resettlement wraparound services

- ❖ Other community nursing organisations
- ❖ Other Ashburton health providers and professionals
- ❖ Ashburton former refugee community

Service Delivery

Key Functions	Standards and Achievements
Clinical practice	<ul style="list-style-type: none"> • Prioritise health issues and intervene appropriately to assist patients in complex, urgent or emergency situations, regardless of age. <p>For all former refugees resettling in Ashburton:</p> <ul style="list-style-type: none"> • Facilitate enrolment of new former refugees in an Ashburton primary care practice • Ensure all initial referrals and enrolment in screening programs and oral health programs are completed in a timely manner • Facilitate enrolment in a dental practice and access to oral health care • Prioritise patient telephone calls, providing advice, triage and/or referral, as necessary • Support partnership with community workers, NZ Red Cross staff and other community workers and volunteers to access the information their clients need to navigate Ashburton, Canterbury and New Zealand health services so they and their families can be well • Provide proactive services like small health education sessions (especially around specific women's and children's health) • Where needed, provide one-on-one support such as transporting clients to appointments, following up on medical interventions, and so on.
Support delivery of services to refugees	<ul style="list-style-type: none"> • Work collaboratively with General Practice teams to promote and advocate for former refugees • Identify levels of clinical risk, and complex health and social needs • Support General Practice teams to implement care coordination processes that assist former refugees • Support practices enrolling former refugees to identify culturally responsive services to address the needs of their former refugee patients • Support practices to access funding and services that are part of the former refugee support primary care service • Build great working relationships with practices.

<p>To engage with Mid Canterbury health, wellbeing and wraparound services to deliver care and support to former refugees</p>	<ul style="list-style-type: none"> • Work collaboratively with other Ashburton community and secondary health service providers to achieve positive and equitable outcomes for former refugees, in particular LMC, and other midwifery/maternity services, mental health services, and Ashburton secondary health services • Engage with and maintain relationships with Ashburton former refugee community and Ashburton resettlement and social support organisations • Raise awareness on the health needs of former refugees in Ashburton within General Practices and other health services.
<p>Communication</p>	<ul style="list-style-type: none"> • Build rapport through effective listening and engagement • Maintain confidentiality at all times • Enable patients and colleagues from the wider Refugee Health Service to speak for themselves and supports them to do so safely, or where appropriate, acts as an advocate when representing patients' viewpoint to others • Communicate clearly and confidently with all members of General Practice teams and other service providers • Adopt clear and effective written and verbal communication, utilising a range of appropriate techniques and resources.
<p>RSSS Team responsibilities</p>	<ul style="list-style-type: none"> • Help work towards a supportive team environment • Work in with the team, supports the team where needed and shares in their overall workload • Adopt and uses internal client management systems and report monthly to Team Leader • Attend supervision as arranged monthly • Attend fortnightly Team meetings • Attend appropriate conferences, education opportunities, and training workshops relative to the position, as required • Maintain and update own knowledge base as appropriate.
<p>Cultural competency, safety and diversity</p>	<ul style="list-style-type: none"> • Application of cultural safety: cultural safety is the ability to understand, communicate with and effectively interact with people across cultures. Cultural competency also encompasses being aware of one's own world view

	<ul style="list-style-type: none"> • Understand how various populations require support to be delivered (this may include urban and rural differences, gender roles, religion, family structure, disability, etc.) • Acknowledge cultural differences and respect spiritual beliefs, cultural practices and lifestyle choices • Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision • Ensure that respect, sensitivity, and cultural awareness are evident in all interpersonal and working relationships • Use supervision, training workshops and weekly team meetings to discuss cultural competency issues.
Recognise Māori as tangata whenua.	<ul style="list-style-type: none"> • Be committed to the principles of te Tiriti o Waitangi the Treaty of Waitangi.
Risk management	<ul style="list-style-type: none"> • Understand and follow Safer Mid Canterbury's Child Protection Policy • Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting work responsibilities • Any concerns of risk to self, former refugees, colleagues, other staff or members of the public to be reported immediately to Team Leader and/or Emergency Services, i.e. Police, as situation requires.
Health and safety guidelines	<ul style="list-style-type: none"> • Comply with Health and Safety requirements when working in and off the premises of work • Comply with Safer Mid Canterbury Key Operating Policies and Procedures • Keep up to date with security and safety procedures (i.e. personal security phone app) • Participate in Health and Safety Induction program.
Professional development	<ul style="list-style-type: none"> • Ensure professional skills are maintained, and remain up to date with relevant health initiatives and current evidence-informed practice. • Maintain registration, including monthly clinical supervision, as provided by Pegasus. • Take part in training sessions where required/requested.

General	<ul style="list-style-type: none"> • Be committed to Safer Mid Canterbury District's multicultural development • Attend all relevant Team and organisational meetings.
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I have read and understood the above job description and accept all of the above responsibilities incorporated herein.

Signed by:

Signature: _____

Date ____/____/____

Refugee Health Nurse

Refugee Settlement Support Service

Safer Mid Canterbury

Signed by: Jane Wallace

Signature: _____

Date ____/____/____

Refugee Settlement Support Service Team Leader

Safer Mid Canterbury

Conditions of Appointment		Refugee Health Nurse
Hours of Work	Your ordinary hours of work will be 20 hours per week. Due to the nature of the position, working hours are flexible and must be able to fit the demands for the work, but will generally be worked Monday to Friday inclusive. On occasion there may be the need to work outside of what might be considered ordinary working hours, including on an evening or a weekend.	
Remuneration	Salary range to be discussed with successful applicant. 5 weeks annual leave 3% Kiwisaver contribution	
Other conditions of appointment: Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000, other Acts which govern employment and an individual employment agreement.		