



Safer Mid Canterbury Hakatere Haumaru

Together we're safer ♦ Me uru kahikatea

Job Description

Position: Family Caseworker
Location: Safer Mid Canterbury Offices, Ashburton
Hours of Work: 20 hours per week
Date Issued: June 2023

Purpose: As part of the Government's decision to increase the annual refugee quota, Ashburton was identified as one of five new settlement locations.

The Family Caseworker role focuses on the settlement needs of former refugee once they have arrived to New Zealand and the local Ashburton community. It aims to strengthen the families connection to their new home setting, improve their knowledge about NZ and Maori culture; provide education and support to improve family health and wellbeing. This role involves direct support to former refugee families.

Former Refugee Community arrivals are Afghan, predominantly from Hazara ethnic community and speak Farsi/Dari.

Strategic Goals of Safer Mid Canterbury

A Safer, Stronger Community

Strong and Healthy Families

Working Together

Positive Pathways for Young People

Refugee Settlement

Functional Relationships

Reports to:

Refugee Settlement Support Team Leader

Internal: to Safer Mid Canterbury

- ❖ **General Manager**
- ❖ **Refugee Settlement Support Team Leader**
- ❖ **Board Chair and trustees**
- ❖ **Finance and administration staff**
- ❖ **Service staff**
- ❖ **Volunteers**

External to:

- ❖ **Refugee Settlement Support Service clients**
- ❖ **Ashburton District Council**
- ❖ **Key stakeholder group**
- ❖ **MSD**
- ❖ **Welcoming Communities**
- ❖ **Hakatere Multicultural Council**
- ❖ **Red Cross (they hold the contract for Refugee Employment Support)**
- ❖ **NGO's**
- ❖ **Local and central government departments**
- ❖ **ECE's**
- ❖ **Schools**
- ❖ **Adult Education providers**
- ❖ **Media – To go through Team Leader**
- ❖ **Iwi, Hapu and Maori Community Organisations**
- ❖ **Health providers**
- ❖ **Community at large**

Family Caseworker Worker Responsibilities

Key Functions	Standards and Achievements
<p>Refugee Background Information</p>	<ul style="list-style-type: none"> - Understand the context of refugee settlement, history and background contexts. Such as religion, language skills, food, dress, cultural practices, family systems, and gender roles etc. (Training will be provided).
<p>Developing relationships</p>	<ul style="list-style-type: none"> - Develop collaborative and supportive working relationships with refugee individuals and families. - Develop and maintain collaborative and supportive working relationship with other community organisations. - Respect the confidentiality of refugee individuals and families.
<p>Professional Development</p>	<ul style="list-style-type: none"> - Attend appropriate conference, education opportunities, training workshops relative to the position. - Maintain and update own knowledge base as appropriate. - Undertake specific education re: Afghan culture - Undertake specific education re: refugee resettlement
<p>Cultural Competency, Safety and Diversity</p>	<p>Application of cultural safety: Have a high level of cultural safety and the ability to work with respect and empathy with people from different cultural backgrounds.</p> <ul style="list-style-type: none"> - Understand how various populations require support to be delivered (this includes urban and rural differences, gender roles, religion, family structure, disability etc.) - Acknowledge cultural differences and respect spiritual beliefs, cultural practices and lifestyle choices. - Understand and advocate for the needs of former refugee families, including their rights to equal opportunity. - Respect, sensitivity, cultural awareness is evident in interpersonal relationships.

	<ul style="list-style-type: none"> - Use supervision, training workshops and team meetings to discuss cultural competence issues.
Recognise Maori as Tangata Whenua.	<ul style="list-style-type: none"> - Commitment to the principles of Treaty of Waitangi
Risk Management Casework	<ul style="list-style-type: none"> - Understand and follow Safer Mid Canterbury Child Protection Policy - Adhere to professional boundaries and advise Team Leader of any problems or difficulties arising while conducting casework responsibilities. - Any concerns of risk to self, refugees, colleagues, other staff or members of the public to be reported immediately to Team Leader and/or Emergency Services as situation requires, i.e. police. - Adhere to professional practice standards.
Utilise Information Technology	<ul style="list-style-type: none"> - Demonstrate an ability to access and use available clinical information systems. - Be conversant with case work management system and/or request upskilling if needed. - Maintain own professional development by attending relevant IT educational programmes. - Use Paua Client Management system for casework records.
Health and Safety Guidelines	<ul style="list-style-type: none"> - Complying with Health and Safety requirements when working in and off the premises of work - Complying with Safer Mid Canterbury Key Operating Policies and Procedures - Keep up to date with security and safety procedures. - Participate in Health and Safety Induction program.
General	<ul style="list-style-type: none"> - Be committed to the development of Safer Mid Canterbury District's bicultural and Multicultural development - Attend all relevant Team and Organisational Meetings

I have read and understood the above Job Description and accept all of the above responsibilities incorporated herein.

Signed by: _____

Date _/_/___

Family Caseworker

Signed by: Kathy Harrington-Watt

Date _/_/___

Refugee Settlement Services Team Leader

Safer Mid Canterbury

CONDITIONS OF APPOINTMENT - Refugee Settlement Support Service Family Caseworker	
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 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 - evenings and weekends.
Remuneration	<ul style="list-style-type: none">• Range \$28.00 to 28.82• 3% Kiwisaver contribution• 4 weeks annual leave
Other conditions of appointment	Other conditions of appointment shall be as prescribed in the Employment Relations Act 2000 and it's amendments, other Acts which govern employment and an Individual Employment Agreement.