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 **Job Description**

**Position: Family Engagement Support Worker**

**Location:**  **Safer Mid Canterbury Offices, Ashburton**

**Date Issued:**  **September 2022**

**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 Refugee Settlement Support Service, Safer Mid Canterbury, is contracted to provide settlement support to former refugees arriving for settlement in Ashburton. Currently the former refugee community are from Afghanistan.

The Family Engagement Support Worker will work closely with former refugees currently settling in the Ashburton district. The aim of this role is to help empower, strengthen and support the wellbeing of former refugee families as they settle into their new lives in New Zealand. There are two strategic objectives of the Family Engagement Support Worker Role

1. To set up and facilitate Former Refugee Support Groups
2. To assist individuals and families with post settlement issues that might present once they have exited the Refugee Settlement Support Service after 24 months.

**Skills and requirements of Family Engagement Support Worker;**

- Professional Experience as Group Facilitator

- Experience, knowledge or a keen interest in Refugee or Cross-Cultural Work

- Good organizational and recording skills

- Ability to network and build social connections and relationships

- Experience working in social services would be an advantage

- Enjoy working in a team.

**Closing Date Friday 21st October 5.00 pm 2022**

**Job Description Following**

**Migrant Refugee Post Settlement Job description final.docx**

***Strategic Goals of Safer Mid Canterbury***

A Safer, Stronger Community

Strong and Healthy Families

Working Together

Positive Pathways for Young People

***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 Engagement Support Worker**

**Responsibilities**

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| **Key Functions**  | Standards and Achievements |
| **Refugee Background Information**  | * 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).
* Understand how to use interpreter and work with interpreter in groupwork setting.
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| **Developing relationships** | * Develop collaborative and supportive working relationships with refugee individuals and families.
* Develop and maintain collaborative and supportive working relationship with other community organisations.
* Develop and maintain collaborative and supportive working relationships with the Refugee Settlement Support Service.
* Respect the confidentiality of refugee individuals and families.
* Build links with former refugee families and the local Maori community, including the Hakatere Marae.
* Build links with local migrant communities and HMCC coordinator.
* Build links with local Ashburton groups and societies.
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| **Former Refugee Support Group** **1 Mens Group** **1 Womens Group** | To set up and run Former Refugee Support Groups, 1 for men and 1 for women.  - The aim of the Refugee Support Group is to provide an opportunity for former refugee parents, in a supported group setting,: 1. To, share their settlement experience, challenges, and successes.
2. To, strengthen the wellbeing of themselves and their families, by

encouraging and providing education to parents on ways to create safe and healthy homes; homes focused on good health and positive parenting practices and free from violence. 1. To provide information and further education on topics that are relevant to former refugee families as they begin their new lives in New Zealand, Ashburton.

Group Structure:  * Proposal to be reviewed: Two X 12 weekly group sessions, one for women and one for men (as is culturally appropriate for Afghan communities), over (approximately) a 3-month period.
* Group sessions led and facilitated by the Family Engagement Support Worker plus an interpreter.
* The group facilitation would incorporate both open and group-led discussions as well as the introduction of educational components that the group feel would be relevant and helpful for them (i.e. women’s health issues, employment culture, immigration info, family violence, parenting, NZ law, tertiary education pathways, enrollment to vote, Maori cultural engagement, Marae? Etc.)
* Each group starts after families have been in Ashburton for a period of two months to allow time for each family to deal with initial settlement issues and stresses.
* The number of participants is dependent on arrival numbers and functional support group numbers.
* The groups will add to other settlement service initiatives that aim to empower former refugees settling in Ashburton to express their thoughts and concerns and provide advice and feedback to Stakeholders on how they can be assisted in meeting their needs.
* This feedback is to be shared with other existing feedback modes in the existing Refugee Settlement Support Service.
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| **Post Settlement Objectives**  | * To assist and advise individuals and families with post settlement issues that might present once they have exited the Refugee Settlement Support Service after 24 months
* Keep a record of presenting post settlement needs and interests of former refugee individuals and families, for future service development.
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| **Professional Development**  | * Attend appropriate conference, education opportunities, training workshops relative to this role.
* Maintain and update own knowledge base as appropriate, i.e. group facilitation.
* Undertake specific education re: Afghan culture (RSSS service)
* Undertake specific training re: refugee resettlement (RSSS service)
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| **Cultural Competency, Safety and Diversity**  | * 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. * Understand how various populations require support to be delivered.
* 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.
* Use supervision, training workshops and team meetings to discuss cultural competence issues.
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| **Recognise Maori as Tangata Whenua.** | * Commitment to the principles of Treaty of Waitangi
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| **Risk Management**  | * 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 Family Engagement Support Worker Role
* 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 relevant professional practice standards.
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| **Utilise Information Technology** | * Demonstrate an ability to access and use available client management information system.
* Maintain own professional development by attending relevant IT educational programmes.
* Use Paua Client Management system for record keeping.
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| **Health and Safety Guidelines**  | * 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.
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| **General**  | * Be committed to the development of Safer Mid Canterbury District’s bicultural and 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_**

**Family Engagement Support Worker**

**Signed by: Kathy Harrington-Watt**

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

**Refugee Settlement Services Team Leader**

**Safer Mid Canterbury**

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| **CONDITIONS OF APPOINTMENT – Family Engagement Support Worker**  |
| **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 need to be arranged in conjunction other settlement service schedules.On occasion there may be the need to work outside of what might be considered ordinary working hours - evenings and weekends. |
| **Remuneration** | * Range $27.50 to $28.50
* 3% Kiwisaver contribution
* 4 weeks annual leave
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| **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. |