



Safer Mid Canterbury
Hakatere Haumaru
Together we're safer ♦ Me uru kahikatea

Job Description

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| Position: | Refugee Settlement Support Service Team Leader |
| Location: | Safer Mid Canterbury Offices, Ashburton |
| Hours of Work: | Flexible 32 hours per week |
| Date Issued: | January 2025 |
| Reports to: | General Manager – Safer Mid Canterbury |
| Direct Reports: | General Case Workers x 2 Cultural and Health Navigators x 3 Volunteer Coordinator Housing Coordinator Post Settlement Coordinator Multi Cultural Coordinator Van Driver |
| Purpose: | <p>To lead, maintain and develop the existing Refugee Settlement Support Service, Safer Mid Canterbury, Ashburton. Ensuring the settlement needs and priorities of former refugees are met during their first two years of settlement.</p> <p>To lead and provide management oversight to the Refugee Settlement 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 take a lead role in supporting and maintaining key stakeholders (encompassing NGOs, schools, local and national government providers and departments).</p> <p>To take a lead role in supporting the Ashburton community to be a welcoming community for former refugees. This may entail ongoing community education and liaison with media and the Ashburton District Council.</p> |

This is a practitioner/team leader role that will require you to work directly with former refugees alongside leading the wider service and team. We use a team approach where all staff pitch in and help each other as needed.

Functional Relationships:

Internal to Safer Mid Canterbury

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

External to

- ❖ Refugee Settlement Support Service clients
- ❖ Ministry of Social Development
- ❖ Ministry of Business, Innovation and Employment
- ❖ Ministry of Education
- ❖ Oranga Tamariki
- ❖ Te Whatu Ora
- ❖ Pegasus Health (Primary Health Organisation)
- ❖ Waitaha Health (Primary Health Organisation)
- ❖ Child, Adolescent and Family (CAF) (specialised Mental Health Service)
- ❖ Adult Mental Health
- ❖ Community Law
- ❖ Kainga Ora
- ❖ Ashburton District Council (ADC)
- ❖ ADC Welcoming Communities
- ❖ Hakatere Multi Cultural Council
- ❖ Red Cross Pathways to Employment (who hold the contract for Refugee Employment Support)
- ❖ Police
- ❖ Various NGOs
- ❖ Salvation Army
- ❖ English Language Partners
- ❖ Rental agencies
- ❖ Local and central government departments
- ❖ Early Childhood Education providers (ECEs)
- ❖ Schools
- ❖ Adult Education providers (namely Ashburton Learning Centre and Ara)
- ❖ Media
- ❖ Iwi, Hapu and other Māori community organisations
- ❖ Community at large

Job Responsibilities:

- Maintain the delivery of refugee settlement support in line with MBIE contractual requirements.
- Take a leadership role in building relationships and networks across organisations and agencies.
- Provide reports in line with contractual requirements.
- Provide reports in line with funding expectations.
- Ensure achievement of contractual outcomes.

- Provide team leadership to the Refugee Settlement Support Service team and Hakatere Multi Cultural Council Coordinator (overseeing Migrant Services).
- Oversee and carry out risk planning for service and service activities.
- Maintain existing and develop new stakeholder relationships.
- Ensure positive messaging around former refugees.
- Work as team leader to guide and develop the delivery of appropriate services for former refugees arriving to settle in Ashburton.
- Provide oversight and assessment of risk and safety for former refugee families.
- Ensure mechanisms are in place to link former refugees to all appropriate services.
- Make referrals to specialist services where need is identified.
- Review the ongoing development of the Refugee Settlement Support Service.
- Ensure regular evaluation of service is undertaken.
- Explore opportunities for funding for appropriate programs that enhance the settlement of former refugees in Ashburton.
- Encourage former refugee community-led development.
- Create and support a trusting and supportive teamwork environment.
- Always ensure culturally appropriate service delivery.

NATURE AND SCOPE OF RESPONSIBILITIES

| Key Accountability | Standards/Achievements |
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| <p>Operational and Staff Oversight</p> <p><i>The Team Leader role encompasses the Refugee Settlement Support Service team and employment management of the Migrant Service</i></p> | <ul style="list-style-type: none"> • Organise and manage resources to ensure service delivery against the annual work plan. • Develop and maintain a professional and motivated workforce, including recruitment, training and performance management. • Lead staff in providing an exceptional service for clients that is guided by contract expectations and accountabilities. • Lead day-to-day operations in accordance with policies, procedures and agreed KPIs. • Provide high-quality operational and performance reporting to both internal and external stakeholders. • Work with the General Manager in maintaining and developing appropriate service structure and processes for service delivery including the seamless sharing of resources as required. • Maintain up-to-date employment contracts and job descriptions, reviewing them as required or as legislative requirements may dictate. • Conduct annual performance reviews for all direct reports. |

Family Risk Assessments

Former refugees come with complex needs. Many of these will be easily identified by case workers and may not need intervention initially during the appropriate referrals made to local organisations and agencies.

Some former refugees may require specialist support. Part of this role will be carrying out assessments to identify if and what specialist support is required; making referrals to the appropriate agency; reviewing progress for the person; and collaborating with engaged services.

- Work with team to identify those former refugees who may require additional support.
- Where required, conduct strengths-based needs and risk assessment to identify if and what specialist support may be required.
- If additional support is required, develop an individual plan for the client, to be monitored internally.
- Record any needs and risk assessments and plans into client management database (Paua).
- Make referrals as appropriate to specialist services, monitoring these to ensure the 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.

Relationship Development

Establishing appropriate and supportive working relationships with stakeholders is essential for a former refugee settlement program to function well. A multi-agency team approach is recommended.

- Establish and maintain appropriate professional relationships with key stakeholders and forums.
- Strengthen relationships and structures to support collaboration across local agencies involved in former refugee settlement.
- Key stakeholders include our schools, Ministry health providers, Police, Oranga Tamariki, Work and Income, Council and the local and regional NGO sector organisations.
- Maintain and lead collective key stakeholder group, with quarterly meetings.
- Participate and support Ashburton District Council-led Migrant and Refugee working group.
- Work with Arowhenua and Hakatere Marae to ensure bi-cultural settlement.
- Provide a conduit for disseminating national policy and guidance on former refugee settlement to the local community.
- 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.

| Key Accountability | Standards / Achievements |
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| <p>Planning and Reporting</p> | <ul style="list-style-type: none"> • Maintain internal case management system. • Maintain line reporting system for team members to record information and report monthly to their Team Leader. • Report as required to the Ministry for Business and Innovation as per contract requirements. • Collate information and project updates into one quarterly report to feed back to key stakeholder group and General Manager. • Complete risk management plans for activities/outings, etc. |
| <p>Professional Development</p> | <ul style="list-style-type: none"> • Attend appropriate conference, education opportunities, training workshops relative to the position as required. • Maintain and update own knowledge base as appropriate. • Ensure appropriate training and development for staff. • Ensure team act in culturally appropriate ways with clients. |
| <p>General</p> | <ul style="list-style-type: none"> • Undertake other tasks associated with the Planning and Reporting functions, for example District Annual Planning Processes, Needs Assessment, Strategic Planning etc. • Participate in Refugee forums. • Other duties as requested by the General Manager in line with supporting refugees and advised by key stake holder group. • At times this role will require travel – Auckland for family handovers (5 weekly), meetings and forums. • At times this role will require video conferencing. • Management of staff pay submissions and leave requests. |

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| <p>Cultural Safety & Diversity</p> <p><i>The former refugee settlement group arriving in Ashburton originate from Afghanistan. It will be essential to understand the cultural needs of this community (such as the distinctions between Shia and Sunni religion, and languages spoken, including Farsi/Dari, Hazaragi, Pashto, Urdu). Working alongside the team's Cultural Navigator will help ensure cultural safety.</i></p> | <ul style="list-style-type: none"> • Application of cultural competencies. • Understanding of how various populations require support to be delivered (this includes urban and rural differences). |
| <p>Commitment to the principles of te Tiriti o Waitangi the Treaty of Waitangi</p> | <ul style="list-style-type: none"> • Recognise Māori as tangata whenua. • Ensure the principles of te Tiriti o Waitangi the Treaty of Waitangi, i.e. partnership, participation and protection are always considered. • Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provisions. |
| <p>Honouring Cultural Diversity</p> <p>The former refugees settling in Ashburton originate from Afghanistan. The language spoken is primarily Farsi/Dari (generally Hazaragi dialect), but may also be Pashto and/or Urdu. Their religion is Islam (Shia or Sunni). Working closely alongside the Cultural Navigator is expected and essential to provide cultural safety for clients and staff.</p> | <ul style="list-style-type: none"> • Ensure respect, sensitivity and cultural awareness is evident in interpersonal relationships. • Ensure our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices. |

| Key Accountability | Standards / Achievements |
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| Utilise Information Technology | <ul style="list-style-type: none"> • Demonstrate an ability to access and use available information systems. • Is skilled or can upskill in applications required for specific discipline/role (Microsoft Office suite, particularly Excel; Asana; Pua). • Maintain own professional development by attending relevant IT educational programmes. |

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

Signed by: XXXXXXXX

Refugee Settlement Support Service Team Leader

___/___/___
Date

Signed by: XXXXXX

General Manager – Safer Mid Canterbury

___/___/___
Date

PERSON SPECIFICATIONS

| | Minimum | Preferred |
|--|---|--|
| Qualification | <ul style="list-style-type: none"> • Relevant qualifications/experience for this kind of role • A full NZ driver licence | <ul style="list-style-type: none"> • Qualifications and/or training with a particular focus on refugees • Qualifications and/or training with a particular focus on Middle Eastern populations • A full NZ driver licence |
| Experience | <ul style="list-style-type: none"> • A minimum of three years' relevant experience in area of practice • Demonstrated knowledge and experience of the health and social services sectors • Experience in cross-agency collaboration • Demonstrated experience leading projects • Experience working with Māori organisations and community groups • Experience in supervising staff | <ul style="list-style-type: none"> • A minimum of three years' relevant experience in area of practice • Demonstrated knowledge and experience of the health and social services sectors, particularly with migrant/refugee populations • Leadership in cross-agency collaboration • Demonstrated experience leading complex projects across agencies • Demonstrated knowledge and experience working with Māori whanau, hapu and iwi • Experience in employing, leading and supervising staff |
| Skills/Knowledge/ Behaviour | <ul style="list-style-type: none"> • Project management skills • Well-developed interpersonal skills • Excellent relationship building and management skills • Written and oral communication skills • Ability to access and interpret relevant research | <ul style="list-style-type: none"> • Advanced proven project management skills • Proven interpersonal and relationship management skills with the ability to relate with a wide range of people • Excellent oral and written communication skills • Advanced skills in accessing and interpreting relevant research |

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

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 (KOPPs)

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 all quarterly SMC staff meetings
- 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 organisational demands
- Regular planning each month to ensure goals and priorities for month will be achieved

CONDITIONS OF APPOINTMENT

Refugee Support Services Team Leader – Safer Mid Canterbury

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| Hours of Work: | <p>Your ordinary hours of work will be 32 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. This position is funded for pay equity, so we are able to offer an appropriately competitive package based on qualifications and experience.</p> <p>5 weeks annual leave.</p> |
| Place of work: | <p>The staff member will work from our main office based in Ashburton and will also need to spend time working out in the community. There will be the need to travel on occasion to other locations outside our district, including Māngere Refugee Centre.</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> |
