

JOB DESCRIPTION

Position Title: Social Worker - full time, fixed term for one year
Location: Auckland Office
Responsible to: Social Work Team Leader
Hours: 37.5 per week
Salary Range: \$40,000 - \$45,000
Start Date: Immediate start

Key Working Relationships

- Social Work Team Leader
- Refugee Clients
- Cross Cultural Workers
- Auckland Local Coordinator
- Volunteer Support Workers
- Volunteer Programme Team
- Other Refugee Services Staff
- Agencies offering services to refugees

Key Attributes

- Commitment to the work of Refugee Services and refugee clients
- Knowledge and understanding of social work theories and models
- Relevant experience in social work
- Ability to relate to people of different cultures and religious backgrounds
- Willingness to embrace, seek and understand specific and relevant cultural knowledge
- Ability to work independently and as part of the Social Work Team
- Ability to work effectively with other Refugee Services Teams
- Ability to network and build positive working relationships
- Excellent time management and ability to prioritise needs and practice
- Ability to find creative solutions to enhance client support
- Excellent oral and written communication skills
- Excellent computer skills in Word and Excel
- Reliability, honesty and a sense of humour

Key Objectives

1. To provide comprehensive assessments, social work support, settlement planning, counselling and skills development services, empowering refugees resettling in New Zealand to regain control of their lives
2. To provide effective case management and coordination of crisis support
3. To enhance and develop skills in cross cultural understanding and working cross culturally to enhance client support
4. To promote cooperation and coordination among those engaged in community welfare services for refugees
5. To demonstrate social work leadership both internally and externally
6. To actively participate as part of the Social Work Team and the wider Refugee Services Team
7. To accurately record information and complete reporting requirements
8. To undertake regular supervision and undertake ongoing professional development
9. To hold ANZASW Social Work membership or be working towards meeting the requirements
10. To hold Social Work Registration or be working towards meeting the requirements
11. To actively promote the work of Refugee Services

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
1. Client Support	1.1 Comprehensive Assessments are undertaken in a timely manner and in collaboration with other Refugee Services staff	1.1.1 Interviews with refugee families are completed in line with Refugee Services policy and procedures 1.1.2 Emerging information is communicated to relevant Refugee Services staff and other agencies as applicable in a timely manner 1.1.3 Required paperwork is completed in line with Refugee Services requirements 1.1.4 Support and referrals are undertaken as required
	1.2 Provision of client support at the Mangere Refugee Reception Centre	1.2.1 Regular visits are undertaken for clients settling in Auckland 1.2.2 Regular communication is established and maintained with the Mangere Office Social Worker 1.2.3 Cross Cultural support for visits is effectively coordinated and needs communicated to relevant cross cultural staff 1.2.4 Visits are coordinated with other Auckland Social Workers to ensure effective use of cross cultural staff's time 1.2.5 Emerging information or issues are communicated to relevant Refugee Services staff and other agencies as applicable in a timely manner 1.2.6 Support and referrals are undertaken as required
	1.3 Provision of Social Work support and basic counselling	1.3.1 Comprehensive assessments are undertaken at week 1, week 6 and 6 months in line with Refugee Services guidelines 1.3.2 Social work support is provided and additional home visits undertaken as assessed necessary and in a timely manner 1.3.3 Emerging or existing issues are identified and necessary action initiated and monitored 1.3.4 Referrals to other agencies are made as appropriate and in a timely manner 1.3.5 Advice, advocacy and counselling is provided as required

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
	1.4 Provision of Settlement Planning and Skills Development	1.4.1 Clients are assisted to identify what resettlement assistance they will need in the way of practical information, support and skills training. 1.4.2 Clients are assisted to set realistic settlement goals and assisted to work towards their goals 1.4.3 Community linkages and introductions are coordinated
2. Case Management and Crisis Support	2.1 Effective Case Management is demonstrated	2.1.1 Leadership is demonstrated in the management and coordination of client support 2.1.2 Effective communication is established and maintained with all agencies involved in the support of the client 2.1.3 Interagency meetings are attended ensuring client needs and the work of Refugee Services is clearly represented and understood 2.1.4 Effective team work and communication is established and maintained with other Refugee Services staff 2.1.5 The Social Work Team Leader is kept informed of emerging issues 2.1.6 Up to date client case notes and files are established and maintained 2.1.7 Accurate statistics are collected and collated as required 2.1.8 Accurate daily duties and mileage details are recorded
	2.2 Effective and timely support is provided for clients in a crisis situation	2.2.1 Potential risk is assessed and alerted to the Social Work Team Leader 2.2.2 Client safety is assessed and necessary support is coordinated and monitored 2.2.3 Effective communication is established and maintained with all agencies involved in crisis support 2.2.4 Appropriate action is taken to ensure personal safety is maintained 2.2.5 Emergency management and coordination of the situation is maintained until the crisis is averted or the issue is referred and accepted by an appropriate crisis management team

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
3. Volunteer Supervision	3.1 Volunteer supervision and collaborative involvement in the Volunteer Programme is demonstrated	3.1.1 Effective liaison, communication with the Refugee Services Volunteer Support Workers (VSWs) is established and maintained 3.1.2 Supervision and support around boundaries and responsibilities is provided for the VSWs 3.1.3 Input and participation in VSW training sessions is provided 3.1.4 Regular scheduled settlement and planning meetings are attended
4. Cross Cultural Practice	4.1 Cross cultural understanding and practice is demonstrated	4.1.1 All client support is undertaken in partnership with or under the cultural guidance of a Refugee Services Cross Cultural Worker 4.1.2 All cultural briefings and meetings are attended 4.1.3 Specific cultural information for current clients is actively sought and considered when working with clients 4.1.4 Expertise in working with interpreters is demonstrated 4.1.5 Cultural knowledge and expertise is shared with other agencies as appropriate 4.1.6 Booking of Cross Cultural Workers' time is effectively and efficiently managed in collaboration with the Cross Cultural Workers, the Cross Cultural Team Leader and other Social Workers
5. Collaboration and Networking	5.1 Effective collaboration and networking is demonstrated	5.1.1 Liaison and effective communication with relevant government departments and service agencies is established and maintained 5.1.2 Effective networks with other workers, agencies and government departments involved in refugee resettlement are established and maintained 5.1.3 Collaborative partnerships are established to enhance interagency support for client 5.1.4 Partner agencies are kept informed of relevant and/or updated client information as appropriate

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
6. Social Work Leadership	<p>6.1 Social Work leadership is demonstrated</p> <p>6.2 Education to the wider community is undertaken</p>	<p>6.1.1 Social work knowledge and expertise surrounding practice and theories is shared with other Refugee Services staff to promote increased understanding and improved client support</p> <p>6.1.2 Social Work leadership is demonstrated at meetings with other agencies and in the community to ensure the work of the Refugee Services Social Workers is clearly understood</p> <p>6.1.3 Support for Social Work students on placement with Refugee Services is provided as delegated by the Social Work Team Leader</p> <p>6.1.4 Positive contribution to the development of Social Work policies and procedures is provided</p> <p>6.2.1 Presentations are undertaken as required</p> <p>6.2.2 The work of Refugee Services and the role of the Social Worker is actively promoted</p>
7. Team Participation	7.1 Participation as a team member is demonstrated	<p>7.1.1 An understanding of team work and active participation as a team member is demonstrated</p> <p>7.1.2 Social Work meetings are attended and active participation and sharing of knowledge and expertise with other team members is demonstrated</p> <p>7.1.3 Regular Auckland Office staff meetings are attended and active participation demonstrated</p> <p>7.1.4 Refugee Services events and celebrations are contributed to and attended</p>
8. Reporting	8.1 Reports are completed within required deadlines	<p>8.1.1 Refugee Services policies, procedures and reporting guidelines are understood and followed</p> <p>8.1.2 Reporting requirements for each refugee client are met within required timeframes</p> <p>8.1.3 Reports are completed accurately and in line with reporting deadlines</p> <p>8.1.4 Any unavoidable delays are communicated to the Social Work Team Leader prior to the reporting deadline</p>

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
9. Supervision and Professional Development	<p>9.1 Regular supervision is maintained</p> <p>9.2 Professional development is undertaken</p>	<p>9.1.1 Supervision is arranged and approved by the Social Work Team Leader and the Auckland Local Coordinator</p> <p>9.1.2 Supervision as guided by the Social Work Team Leader is effectively undertaken on a regular basis</p> <p>9.1.3 Staff training sessions are attended</p> <p>9.2.1 Professional development opportunities are explored and put forward for approval</p> <p>9.2.2 Ongoing professional development within the social work profession is undertaken</p> <p>9.2.3 Approved courses and seminars are attended</p> <p>9.2.4 Up to date skills and knowledge is maintained</p>
10. ANZASW Membership and Code of Conduct	10.1 ANZASW membership and Code of Conduct requirements are met	<p>10.1.1 Work towards obtaining ANZASW membership is demonstrated</p> <p>10.1.2 Aotearoa NZ Association of Social Workers (ANZASW) Code of Conduct is understood and adhered to</p>