



Refugee Services

AOTEAROA NEW ZEALAND

JOB DESCRIPTION

Position Title: Social Worker
Location: Wellington Office
Responsible to: Wellington Coordinator
Reporting to: Wellington Coordinator for overall staff supervision
Regional Senior Social Worker for client management
Hours: 30 per week

Key Working Relationships

- Refugee Clients, Volunteer Support Workers
- Cross Cultural Workers, Wellington Coordinator
- 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
- Ability to work independently and as part of the Refugee Services team
- Excellent oral and written communication skills
- Excellent IT skills in Word and Excel
- Reliability, honesty and a sense of humour
- Excellent time management skills

Key Objectives

1. To empower refugees resettling in New Zealand to regain control of their lives
2. To provide home-based social work support and skills development services
3. To promote cooperation and coordination among those engaged in community welfare services for refugees

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
1. Caseload Management	1.1 Transition of caseloads of refugee families from the Mangere Reception Centre into the community is coordinated	1.1.1 Liaison with Refugee Services Mangere Social Worker is established, special needs are identified and preparation undertaken for the arrival of refugee families 1.1.2 Liaison and communication with Volunteer Support Workers (VSWs) is established and maintained 1.1.3 Input and participation in VSW training sessions is provided 1.1.4 VSW meetings are attended 1.1.5 Working in partnership with the Cross Cultural Worker (CCW), support is provided to clients as required 1.1.6 Liaison and communication with relevant government departments and service agencies is established and maintained 1.1.7 Liaison and communication regarding furniture requirements is established and maintained
	1.2 Refugee client home visits are undertaken in line with Refugee Services policies and procedures	1.2.1 Regular home visits are undertaken at 1 week, 6 weeks and 6 months according to Refugee Services guidelines, to monitor and assist the resettlement of refugee clients 1.2.2 Additional home visits are undertaken if the need arises in a timely manner
	1.3 Advice, support and advocacy	1.3.1 Advice, advocacy, counselling and support is provided for refugee clients 1.3.2 Emerging or existing problems are identified and necessary action initiated 1.3.3 Assistance for refugee clients in crisis is arranged and monitored
	1.4 Volunteer Support Workers (VSWs) are supervised and supported	1.4.1 Regular communication with VSWs and Coordinator is established and maintained 1.4.2 VSWs receive supervision and are supported in their role
	1.5 Referrals are undertaken	1.5.1 Referrals to other agencies are made as appropriate and in a timely manner
	1.6 Effective liaison is established and maintained	1.6.1 Effective liaison with all members of the resettlement team is established and maintained 1.6.2 Work is undertaken in partnership with the CCW for the relevant ethnic group 1.6.3 Effective networks with other workers, agencies and government departments involved in refugee resettlement are established and interagency support maintained 1.6.4 Relevant meetings are attended 1.6.5 Relevant information is provided to other agencies as required 1.6.6 Wellington Coordinator is kept informed of any issues or areas of concern
	1.7 Support and supervision for other programmes	1.7.1 Support and supervision for additional programmes involved in refugee resettlement is provided as required

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
	1.8 Refugee Services administration requirements are met	1.8.1 Refugee Services policies, procedures and reporting guidelines are understood and followed 1.8.2 Up to date client case files are maintained 1.8.3 Accurate statistics are collected and collated as required 1.8.4 Reporting requirements for each refugee client are met within required timeframes 1.8.5 Accurate daily duties and mileage details are recorded
	1.9 Code of Conduct requirements are met	1.9.1 Refugee Services Code of Conduct is understood and adhered to 1.9.2 Aotearoa NZ Association of Social Workers (ANZASW) Code of Ethics is understood and adhered to
2. Team Participation	2.1 To participate as part of the Refugee Services resettlement team	2.1.1 Regular staff meetings are attended 2.1.2 Social Work meetings are attended 2.1.3 Information is disseminated to other staff as necessary 2.1.4 Team participation is demonstrated
3. Supervision and Professional Development	3.1 Regular supervision is maintained	3.1.1 External supervision is undertaken on a regular basis 3.1.2 Internal supervision is undertaken on a regular basis
	3.2 Professional development is undertaken	3.2.1 Staff training sessions are attended 3.2.2 Professional development opportunities are explored and put forward for approval 3.2.3 Ongoing professional development within the social work profession is undertaken 3.2.4 Work towards obtaining ANZASW membership and registration is demonstrated 3.2.5 Approved courses and seminars are attended 3.2.6 Up to date skills and knowledge is maintained
4. Student Supervision	4.1 Students receive required supervision	4.1.1 Student orientation to Refugee Services and associated agencies is planned and implemented 4.1.2 Placement contracts are prepared 4.1.3 Placement supervision is provided 4.1.4 Liaison with the Institution is established and maintained 4.1.5 Student / tutor meetings are attended as required 4.1.6 Interim and final assessment documents on students are completed as required 4.1.7 Responsibility for ongoing learning and development as a fieldwork supervisor is taken
5. Other Duties	5.1 Other duties are carried out	5.1.1 Other duties that may reasonably be expected by the employer are carried out within required timeframes