

JOB DESCRIPTION FOR SWAHILI SPEAKING CROSS CULTURAL WORKER

Position Title:	Cross Cultural Worker – Refugee Services
Location:	Central Region
Responsible to:	Local Co-ordinator
Key Working Relationships:	Regional Senior Cross Cultural Worker Other client teams within the Central Region Refugee Services Volunteer Support Workers Refugee clients and family of arriving refugees Client communities Agencies providing services to refugee clients
Hours:	Varies in November, as needed for paid induction and training Fixed 15 hours per week from December to end February

Key Attributes

- Commitment to the work of Refugee Services
- Previous refugee background is desirable, otherwise should have understanding of refugee experience
- Ability to use Swahili language and English in a cross-cultural environment
- Good interpreting and listening skills to advocate for clients and their needs
- Effective communication and relationship skills to network, establish and maintain effective partnerships
- Good written skills with an ability to document work with clients
- Understanding of the role of the professional helper
- Self-motivated, able to work independently and yet consult with others
- Team player, able to support and strengthen the roles and work of others on the team
- Able to relate to, support and negotiate with people of different cultural and religious backgrounds
- Flexible, honest and has a sense of humour
- Has a current driver's licence and the use of a vehicle (preferred)

Key Objectives

1. To facilitate communication and understanding between Refugee Services staff, other service providers and volunteers supporting refugee clients.
2. To help refugee clients better understand NZ society during their first six months of resettlement.
3. To ensure that refugee clients are able to communicate and advocate their needs in the NZ social context.
4. To ensure that appropriate linkages are made for refugee clients to service providers.
5. To facilitate links between refugee clients and their ethnic communities in the area of resettlement.

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS	COMMENTS
1. Interpreting Services	1.1 Interpret for Refugee Services staff.	2.1.4 Refugee clients are appropriately welcomed on arrival. 2.1.5 Volunteer Support Workers (VSWs) can communicate with their families. 2.1.6 Clients can express their needs to Refugee Services staff face-to-face or by phone.	
2. Cross cultural facilitation	2.1 Assist refugees to understand NZ culture and society. 2.2 Assist Refugee Services staff, and VSWs to understand the refugee client's culture.	2.1.1 Refugee clients are explained NZ systems e.g. housing, health, Work and Income, legal and education systems. 2.2.1 Attend VSW training as part of induction training. Participate in other VSW training when required. 2.2.2 Assist VSWs and Refugee Services staff with home visits. 2.2.3 Provide telephone advice to VSWs, where required and appropriate.	
3. Client Work and Community Linkages	3.1 Establish refugees in their homes.	3.1.1 Assist refugee clients in: <ul style="list-style-type: none"> - understanding Work and Income entitlements. - using banking system. 	

	<p>3.2 Identify and support special needs.</p> <p>3.3 Provide empathic support for refugees.</p>	<ul style="list-style-type: none"> - understanding the use of household equipment provided. <p>3.1.2 Inform relevant ethnic communities of arrival of refugee clients</p> <p>3.1.3 Assist the refugee clients to make links with ethnic community in area of resettlement.</p> <p>3.2.1 Refugee client's special concerns conveyed to appropriate Refugee Services staff or referred to other agencies and service providers.</p> <p>3.3.1 Relationship of trust built with refugee clients.</p> <p>3.3.2 Refugee clients feel listened to and supported.</p>	
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		6.2.3 A monthly work progress report is provided to Refugee Services supervisor.	
7. Team Participation	7.1 Staff meetings	7.1.1 Attendance of and contribution to weekly staff meetings.	
	7.2 Team member	7.2.1 Regular communication and consultation is maintained with other Refugee Services staff as required.	
		7.2.2 Attend quarterly Central regional team meeting.	
		7.2.3 Attend peer support and professional development meetings for Cross Cultural Workers as required.	
		7.2.4 To undertake other duties when assigned from time to time.	