



Job Description

Position Title: Senior Cross Cultural Worker
Location: Central Region
Responsible to: Central Regional Manager
Key Working Relationships: Cross Cultural Workers in the Central Region
Central Region staff
Refugee Groups and Communities
Agencies providing services to Refugee Clients

Hours: 20 Hours per week

Key Attributes

- Commitment to the work of Refugee Services
- Previous experience of working cross culturally in a new Zealand context
- Previous refugee background is desirable, otherwise should have understanding of the refugee experience
- Capacity to be an effective team leader, and proven experience is desirable
- Ability to use refugee language(s) and English in a cross-cultural environment
- Good standard of oral and written English
- Good interpreting and listening skills
- Effective communication and relationship skills to network, establish and maintain effective partnerships
- Able to relate to, support and negotiate with people of different cultural and religious backgrounds
- Ability to prepare written documents
- 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
- Flexible, honest and has a sense of humour
- Has a current driver's licence and the use of a vehicle

Key Objectives

1. The development of Cross Cultural professional practice within the Central Region.
2. To be the professional Team Leader of Cross Cultural Workers in the Central Region.
3. The recruitment, induction and ongoing training and development of Cross Cultural Workers in the Central Region.
4. The co-ordination, in partnership with other senior staff, of Cross Cultural work in the Central Region.
5. To be a representative of Refugee Services within the Refugee Sector.
6. To contribute to the development of Refugee Services as a competent professional cross cultural agency.

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
1. Development of Cross Cultural Practice	1.1 Contribute to Refugee Services development of best practice models	1.1.1 Refugee Services Regional Coordination meetings attended. 1.1.2 Contribution made with ideas for development from personal practice, mentoring sessions, liaison with peers in other agencies, or reading of international best practice. 1.1.3 New ideas trialled and assessed as agreed with Central Regional Manager.
2. Professional Team Leader of Cross Cultural Workers (CCWs)	2.1. Develop Cross Cultural team identity 2.2 Supervise the professional work of CCWs 2.3 Monitor workload and demands placed on CCWs 2.4 Contribute to the life of the Refugee Services regional team	2.1.1 Regular team meetings organised. 2.2.1 Monthly supervision of CCWs provided, monthly reports discussed. 2.3.1 Monitor the demands and pressures placed on CCWs (including outside work hours) and implement strategies to manage this. 2.4.1 Cross Cultural perspective and leadership provided in the wider Refugee Services team at Staff meetings.
3. Recruitment, Induction, Training and Development	3.1. Recruit in consultation with Regional Manager and using resources of the National Office 3.2 Design and supervise Induction plans for newly appointed CCWs 3.3 Assess training needs of CCWs and develop plans for professional development	3.1.1 Recruitment completed following guidelines in Refugee Services recruitment policy. 3.2.1 Induction process implemented following Refugee Services induction guidelines. 3.3.1 Personal annual training plans developed. 3.3.2 Refugee Services group mentoring programme supported, and advice and feedback provided.

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
4. Co-ordination of Cross Cultural Work	<p>4.1 Oversee process to ensure realistic availability of CCWs and effective diary management by CCWs</p> <p>4.2 Advise Regional Manager regarding needs of Cross Cultural Work to ensure adequate capacity and appropriate language availability</p> <p>4.3 Oversee record keeping according to Refugee Services standards</p>	<p>4.1.1 CCWs assisted to manage diaries to deal with competing demands on their time.</p> <p>4.1.2 Needs of other Refugee Services staff, especially Social Workers and Training Coordinators, for use of CCWs assessed, and staffing requirements communicated to Regional Manager.</p> <p>4.2.1 Regional Manager assisted to plan resources of the region.</p> <p>4.3.1 Client file notes made as required, and files kept to Refugee Services guidelines.</p> <p>4.3.2 Six month reports completed to Refugee Services standards and returned within required timeframes.</p>
5. Refugee Services Representation within the Refugee Communities and other sectors	<p>5.1. Represent Refugee Services in all aspects of the life of the sector as requested by the Central Regional Manager</p>	<p>5.1.1. Refugee Services work and vision articulated and expressed in wider community.</p> <p>5.1.2 Relationships established and maintained with Refugee communities and groups in the Central Region.</p>
6. Development of Agency's Cross Cultural Competence	<p>6.1. Monitor the perspective of Cross Cultural competence in all aspects of the policy development of the agency</p>	<p>6.1.1 Cross Cultural competence considered in every aspect of Refugee Services client services, especially</p> <ul style="list-style-type: none"> • Review of concepts introduced to Volunteer training • Monitoring of volunteer practice in placements • Specific cross cultural knowledge and advice provided to Refugee Services staff and volunteers about newly arriving refugee client groups • Refugee Services staff practice reviewed at least annually
7. Team Participation	<p>7.1. Attend and participate in staff events</p>	<p>7.1.1 Attend Regional Office staff meetings.</p> <p>7.1.2 Attend the Annual Conference and other Regional events as required.</p>
8. Supervision and Monitoring	<p>8.1. Complete Monthly report and Annual Performance Appraisal</p>	<p>8.1.1 Monthly Report is completed for the Central Regional Manager.</p> <p>8.1.2 Annual Performance Appraisal is completed.</p> <p>8.1.3 This Job Description is to be regularly reviewed.</p>
9. Staff Development	<p>9.1. Develop professionally in line with work requirements</p>	<p>9.1.1 Research and communicate professional development opportunities to the Regional Manager.</p> <p>9.1.2 Attend professional development courses as negotiated with the Regional Manager.</p>
10. Other Duties	<p>10.1 Complete other duties</p>	<p>10.1.1 Any other duties that may reasonably be requested by the employer from time to time.</p>