

**JOB DESCRIPTION  
FOR SPANISH SPEAKING CROSS CULTURAL WORKER**

<b>Position Title:</b>	Cross Cultural Worker
<b>Location:</b>	Greater Wellington
<b>Responsible to:</b>	<b>Refugee Services</b> Local Co-ordinator
<b>Key Working Relationships:</b>	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
<b>Hours:</b>	Full time or part time. Hours will depend on the applicant's ability to work across locations (primarily Lower Hutt and Porirua)

**Key Attributes**

- Commitment to the work of Refugee Services
- Previous refugee background is desirable, otherwise should have understanding of refugee experience
- Refugee background or membership of the Colombian or Latin American community would be strongly preferred.
- Ability to use Spanish 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

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

	<p>3.2 Identify and support special needs.</p> <p>3.3 Provide empathic support for refugees.</p>	<p>the use of household equipment provided.</p> <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 RMS 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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<p><b>4. Advocacy</b></p>	<p>4.1 Ensure that refugee clients access their full support entitlements.</p>	<p>4.1.1 Advocate, where required, for refugee clients at Housing NZ, Work and Income and relevant government departments.</p>	
<p><b>5. Community Liaison</b></p>	<p>5.1. Inform ethnic communities about the work of Refugee Services.</p>	<p>5.1.1 Maintain regular contact with ethnic community leaders to support Refugee Services work.</p> <p>5.1.2 Help build capacity of ethnic community to support newly arrived refugees.</p>	
<p><b>6. Supervision and Monitoring</b></p>	<p>6.1. Record keeping.</p> <p>6.2 Supervision.</p>	<p>6.1.1 Details of client interactions are recorded and updated in client file.</p> <p>6.1.2 Accurate statistics are collected and collated as required.</p> <p>6.1.3 Client plans are developed in consultation with Social Worker as appropriate.</p> <p>6.1.2 Accurate daily duties and mileage details are recorded.</p> <p>6.2.1 Weekly meeting with Refugee Services supervisor is attended.</p> <p>6.2.2 Regular meetings with the Regional Senior Cross Cultural Worker to develop and evaluate practice are attended.</p>	

		6.2.3 A monthly work progress report is provided to Refugee Services supervisor.	
<b>7. Team Participation</b>	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.	