



Refugee Services
AOTEAROA NEW ZEALAND

JOB DESCRIPTION

Position Title: Social Worker (Palmerston North)
Location: Refugee Services Palmerston North
Responsible to: Refugee Services Palmerston North Co-ordinator
Reporting to: Regional Senior Social Worker for client management
Palmerston North Co-ordinator for overall staff supervision

Key Working Relationships: Client teams within Central Region, refugee clients, family of arriving refugees, client communities, agencies providing services to refugee clients and Refugee Services Volunteer Support Workers.

Hours: 30 per week (Fixed Term Parental Leave Position)

Salary Range \$39,000 - \$44,000 (Pro-rata)

Key Attributes

- Commitment to the work of Refugee Services
- Possess Social Work qualifications with sound understanding of social work theories and models
- Previous work experience in community-based or non-profit/non-government organisations, preferably with refugee or multi-cultural clients
- Effective relationship skills to network, establish and maintain effective partnerships
- Excellent oral and written communication skills
- Self-motivated, able to work independently and yet consult with others
- Excellent time management skills with an ability to multi-task
- Proficient in MS Office applications
- 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 support the Refugee Services Palmerston North client team to empower refugees to regain control of their lives through:
 - Providing home-based social work support and skills development services to refugee clients.
 - Overseeing assigned Cross Cultural Workers in client caseload management.
 - Supporting Volunteer Support Workers on placement to better support refugee clients.
 - Facilitating and promoting communication, coordination and cooperation among agencies providing resettlement support for refugee clients.

| KEY RESULT AREAS | EXPECTED OUTCOMES | KEY PERFORMANACE INDICATORS | COMMENTS |
|-------------------------------|--|--|----------|
| 1. Caseload Management | 1.1 Transition of caseloads of refugee families from the Mangere Reception Centre into the community is coordinated. | 1.1.1 A strong partnership with Cross Cultural Workers, to provide support required by clients is established. 1.1.2 Liaison with Refugee Services Mangere Social Worker is established, special needs are identified and preparation undertaken for the arrival of refugee families. 1.1.3 First meetings/ interviews with refugee families are completed in line with Refugee Services procedures. 1.1.4 Liaison and communication with relevant government departments and service agencies is established and maintained. | |
| | 1.2 Refugee Services policies and procedures for refugee client home visits are met. | 1.2.1 Regular home visits at 1 week, 6 weeks and 6 months according to Refugee Services guidelines, to monitor and assist the resettlement of refugee clients are undertaken. 1.2.2 Additional home visits are undertaken when needed in a timely manner. | |
| | 1.3 Advice, support and advocacy provided to refugee clients. | 1.3.1 Advice, advocacy, counselling and support is provided for refugee clients 1.3.2 Emerging or existing problems with clients are identified and necessary action initiated. 1.3.3 Assistance for refugee clients in crisis is arranged and monitored. 1.3.4 Referrals to other services are made as required. | |

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| | 1.4 Management of complex cases. | 1.4.1 Clients with special needs are identified, and individual plans are developed, implemented and monitored. 1.4.2 Referral to and liaison with other service providers is undertaken as appropriate. | |
| | 1.5 Record keeping and reporting. | 1.5.1 Client plans are developed in collaboration with Cross Cultural Workers. 1.5.2 Details of client interactions are recorded and updated in client file. 1.5.3 Monthly reports and 6 Month Resettlement Reports are completed and submitted on time. | |
| | 1.6 Volunteer Support Workers (VSWs) on placement are supported. | 1.6.1 Regular communication with VSWs and Refugee Services Palmerston North Coordinator is established and maintained. 1.6.2 VSWs receive support in their role in helping refugee clients. 1.6.3 VSWs receive supervision when assisting clients with complex needs. | |
| | 1.7 Code of Conduct requirements are met. | 1.7.1 Refugee Services Code of Conduct is understood and adhered to. 1.7.2 Aotearoa NZ Association of Social Workers (ANZASW) Code of Ethics is understood and adhered to. | |
| 2. Sector Development | 2.1 Sector development activities undertaken | 2.1.1 Networks developed and maintained 2.1.2 Public education sessions delivered as required 2.1.3 Contribution made to Wellington Regional Action Plan for Refugee Health and Wellbeing | |

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| 3. Team Participation | 3.1 To participate as part of the Refugee Services Wellington regional team. | 3.1.1 Attendance of and contribution to regular Social Work team meetings. 3.1.2 Regular case management discussions with Refugee Services client staff and VSWs are facilitated. 3.1.3 Information is shared and disseminated to other Refugee Services staff as required. 3.1.4 Support and enhance the roles and learning of other members on the Refugee Services Central regional client teams. 3.1.5 To undertake other duties by negotiation. | |
| 4. Supervision and Professional Development | 4.1 Regular supervision is maintained. | 4.1.1 External supervision is undertaken on a regular basis. 4.1.2 Regular supervision by Regional Senior Social Worker is undertaken. 4.1.3 Monthly report is submitted to the Palmerston North Co-ordinator. | |
| | 4.2 Professional development is undertaken. | 4.2.1 Staff training sessions are attended. 4.2.2 Professional development opportunities are explored and put forward for approval. 4.2.3 Ongoing professional development within the social work profession is undertaken and professional links and responsibilities are maintained. 4.2.4 Work towards obtaining ANZASW membership and registration is demonstrated. 4.2.5 Approved courses and seminars are attended. | |