

## JOB DESCRIPTION

**Position Title:** Social Worker  
**Location:** Hamilton Office  
**Responsible to:** Local Coordinator  
**Hours:** Part time, 30 hours per week  
**Salary Range:** \$40,000 – \$45,000 (pro rata range – \$32,000 – \$36,000)  
**Start date:** Immediate start

### Key Working Relationships

- Hamilton Local Coordinator
- Cross Cultural Workers
- Volunteer Programme Coordinator
- Social Work Team Leader
- Refugee Clients
- Volunteer Support Workers
- 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
- Willingness to embrace, seek and understand specific and relevant cultural knowledge
- Ability to work independently and as part of the Northern Region Social Work Team
- Ability to work effectively with other Hamilton Team
- Ability to network and build positive working relationships
- Excellent time management and ability to prioritise needs and practice
- Ability to find creative solutions to enhance client support
- Excellent oral and written communication skills
- Excellent computer skills in Word and Excel
- Reliability, honesty and a sense of humour

**Key Objectives**

1. To provide comprehensive assessments, social work support, settlement planning, counselling and skills development services, empowering refugees resettling in New Zealand to regain control of their lives
2. To provide effective case management and coordination of crisis support
3. To enhance and develop skills in cross cultural understanding and working cross culturally to enhance client support
4. To promote cooperation and coordination among those engaged in community welfare services for refugees
5. To demonstrate social work leadership both internally and externally
6. To actively participate as part of the Hamilton Office Team and the Northern Region Social Work Team
7. To accurately record information and complete reporting requirements
8. To undertake regular supervision and undertake ongoing professional development
9. To hold ANZASW Social Work membership or be working towards meeting the requirements
10. To hold Social Work Registration or be working towards meeting the requirements
11. To actively promote the work of Refugee Services

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
<b>1. Client Support</b>	1.1 Provision of Social Work support and basic counselling	1.1.1 Comprehensive assessments are undertaken at week 1, week 6 and 6 months in line with Refugee Services guidelines 1.1.2 Social work support is provided and additional home visits undertaken as assessed necessary and in a timely manner 1.1.3 Emerging or existing issues are identified and necessary action initiated and monitored 1.1.4 Referrals to other agencies are made as appropriate and in a timely manner 1.1.5 Advice, advocacy and counselling is provided as required 1.1.6 Clients are visited whilst at the Mangere Refugee Reception Centre (MRRC) as requested
	1.2 Provision of Settlement Planning and Skills Development	1.2.1 Clients are assisted to identify what resettlement assistance they will need in the way of practical information, support and skills training. 1.2.2 Clients are assisted to set realistic settlement goals and assisted to work towards their goals 1.2.3 Community linkages and introductions are coordinated
<b>2. Case Management and Crisis Support</b>	2.1 Effective Case Management is demonstrated	2.1.1 Leadership is demonstrated in the management and coordination of client support 2.1.2 Effective communication is established and maintained with all agencies involved in the support of the client 2.1.3 Interagency meetings are attended ensuring client needs and the work of Refugee Services is clearly represented and understood 2.1.4 Effective team work and communication is established and maintained with other Refugee Services staff 2.1.5 The Local Coordinator is kept informed of emerging issues 2.1.6 Up to date client case notes and files are established and maintained 2.1.7 Accurate statistics are collected and collated as required 2.1.8 Accurate daily duties and mileage details are recorded

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
	2.2 Effective and timely support is provided for clients in a crisis situation	2.2.1 Potential risk is assessed and alerted to the Local Coordinator and the Social Work Team Leader 2.2.2 Client safety is assessed and necessary support is coordinated and monitored 2.2.3 Effective communication is established and maintained with all agencies involved in crisis support 2.2.4 Appropriate action is taken to ensure personal safety is maintained 2.2.5 Emergency management and coordination of the situation is maintained until the crisis is averted or the issue is referred and accepted by an appropriate crisis management team
<b>3. Volunteer Supervision</b>	3.1 Volunteer supervision and collaborative involvement in the Volunteer Programme is demonstrated	3.1.1 Effective liaison, communication with the Refugee Services Volunteer Support Workers (VSWs) is established and maintained 3.1.2 Supervision and support around boundaries and responsibilities is provided for the VSWs 3.1.3 Input and participation in VSW training sessions is provided 3.1.4 Regular scheduled settlement and planning meetings are attended
<b>4. Cross Cultural Practice</b>	4.1 Cross cultural understanding and practice is demonstrated	4.1.1 All client support is undertaken in partnership with or under the cultural guidance of a Refugee Services Cross Cultural Worker 4.1.2 All cultural briefings and meetings are attended 4.1.3 Specific cultural information for current clients is actively sought and considered when working with clients 4.1.4 Expertise in working with interpreters is demonstrated 4.1.5 Cultural knowledge and expertise is shared with other agencies as appropriate 4.1.6 Booking of Cross Cultural Workers' time is effectively and efficiently managed in collaboration with the Cross Cultural Workers

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<b>5. Collaboration and Networking</b>	5.1 Effective collaboration and networking is demonstrated	5.1.1 Liaison and effective communication with relevant government departments and service agencies is established and maintained 5.1.2 Effective networks with other workers, agencies and government departments involved in refugee resettlement are established and maintained 5.1.3 Collaborative partnerships are established to enhance interagency support for client 5.1.4 Partner agencies are kept informed of relevant and/or updated client information as appropriate
<b>6. Social Work Leadership</b>	6.1 Social Work leadership is demonstrated  6.2 Education to the wider community is undertaken	6.1.1 Social work knowledge and expertise surrounding practice and theories is shared with other Refugee Services staff to promote increased understanding and improved client support 6.1.2 Social Work leadership is demonstrated at meetings with other agencies and in the community to ensure the work of the Refugee Services Social Workers is clearly understood 6.1.3 Support for Social Work students on placement with Refugee Services is provided as delegated by the Social Work Team Leader 6.1.4 Positive contribution to the development of Social Work policies and procedures is provided  6.2.1 Presentations are undertaken as required 6.2.2 The work of Refugee Services and the role of the Social Worker is actively promoted

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<b>7. Team Participation</b>	7.1 Participation as a team member is demonstrated	7.1.1 An understanding of team work and active participation as a team member is demonstrated 7.1.2 Social Work meetings are attended and active participation and sharing of knowledge and expertise with other team members is demonstrated 7.1.3 Regular Hamilton Office staff meetings are attended and active participation demonstrated 7.1.4 Refugee Services events and celebrations are contributed to and attended
<b>8. Reporting</b>	8.1 Reports are completed within required deadlines	8.1.1 Refugee Services policies, procedures and reporting guidelines are understood and followed 8.1.2 Reporting requirements for each refugee client are met within required timeframes 8.1.3 Reports are completed accurately and in line with reporting deadlines 8.1.4 Any unavoidable delays are communicated to the Local Coordinator prior to the reporting deadline
<b>8. Supervision and Professional Development</b>	9.1 Regular supervision is maintained  9.2 Professional development is undertaken	9.1.1 Supervision is arranged and approved by the Social Work Team Leader and the Local Coordinator 9.1.2 Supervision as guided by the Social Work Team Leader is effectively undertaken on a regular basis 9.1.3 Staff training sessions are attended  9.2.1 Professional development opportunities are explored and put forward for approval 9.2.2 Ongoing professional development within the social work profession is undertaken 9.2.3 Approved courses and seminars are attended 9.2.4 Up to date skills and knowledge is maintained

KEY RESULT AREAS	EXPECTED OUTCOMES	KEY PERFORMANCE INDICATORS
<b>10. ANZASW Registration and Code of Conduct</b>	10.1 ANZASW membership and Code of Conduct requirements are met	10.1.1 Work towards obtaining ANZASW membership is demonstrated 10.1.2 Aotearoa NZ Association of Social Workers (ANZASW) Code of Conduct is understood and adhered to