

Refugees as Survivors New Zealand

Social Worker

Refugees as Survivors New Zealand (RASNZ) is a not-for-profit charitable trust committed to providing high quality, culturally appropriate mental health and wellbeing services to people from a refugee background. Our programmes prioritise the provision of:

- **Community mental health and wellbeing services** for people from refugee backgrounds living in Auckland.
- **Youth services** to support young people from refugee backgrounds to fully participate in and contribute to an inclusive New Zealand society.
- **Mental health services** for all incoming UN quota refugees at Te Āhuru Mōwai o Aotearoa (Mangere Refugee Resettlement Centre).
- **National training and capacity-building** to support organisations working with people from refugee backgrounds to provide culturally appropriate services.
- **Research and Evaluation** to support the development of culturally appropriate policies and service delivery.

Our Values: Integrity, Compassion, Respect, and Responsibility

Our Vision: All former refugee and asylum seekers have access to integrated, culturally informed mental health and wellbeing services.

Position Description

Position:	Social Worker Member of the Mobile Community team, Clinical service
Reports to (role):	Clinical Team Leader – Mobile Community Clinical Team
Location:	Based at 173 Captain Springs Road, Onehunga, with travel across Auckland
Role purpose:	<p>Will work primarily within the mobile community clinical team to provide support and advocacy for RASNZ clients. The Social Worker will:</p> <ul style="list-style-type: none"> • Work in collaboration with the clinical team, RASNZ Youth, the Cross-Cultural Community Team, and other teams within RASNZ to advocate and provide holistic mental health support to clients and communities using a culturally responsive, trauma informed model. • Within the multi – disciplinary clinical team provide a social work perspective on cases and team practices with consideration of mental health presentations.

	<ul style="list-style-type: none"> • Provide advocacy and clinical support for clients from a refugee background with statutory and non-statutory agencies.
<p>Key responsibilities:</p>	<p>Client Work</p> <ul style="list-style-type: none"> • Use appropriate assessment methods to identify the needs of clients and create an individual support plan, with social work goals, that reflects the client’s mental health care needs. • Work as a member of the RASNZ clinical team to provide social work support in conjunction with counselling / body therapy / psychiatry / cross-cultural facilitator support. • Facilitate referrals to and engagement with public (e.g., hospital, OT etc.) or community agencies appropriate for the client. • Liaise with other refugee stakeholders around coordinated care particularly in relation to asylum seekers and newly settled quota refugees. • Provide a robust risk assessment and plan, in conjunction with treating clinician / clinical team leader as appropriate. Continue to be part of risk assessment and planning for clients. • As needed, coordinate collaborative meetings between agencies, professionals, and whānau to facilitate coordinated, appropriate care for client and /or whanau. • Work with the Child Protection Champion and Clinical team leader with cases where child safety needs are highlighted and plans, and referrals need to be made to appropriate authorities. • Support clients with Housing and WINZ applications and processes. • Support clients seeking asylum with processes related to working through Refugee Status Unit and Immigration Protection Tribunal processes for refugee status. • Triage referrals to the mobile community clinical team, determining eligibility for service, initiating appropriate internal referrals, providing social work input as indicated or making recommendations of more suitable services. • Co-facilitate psycho-social groups for RASNZ clients. • Document all clinical work in the client electronic client management system. <p>Advocacy</p> <ul style="list-style-type: none"> • Accompany clients to WINZ and / or Housing NZ offices to provide support in meeting as indicated. Understand and support clients to apply for appropriate benefits and entitlements as required. • Be a conduit between clients and private housing providers as needed. • Support clients through asylum-related processes, in conjunction with clinicians, to provide wrap around support. • Develop and maintain effective working relationships with key stakeholders.

	<p>Training</p> <ul style="list-style-type: none"> • Provide information and upskilling for RASNZ staff on social work practice, e.g., WINZ, Housing NZ processes and benefits, protections order and court processes for people who have experienced domestic violence, and child protection practices. • Support the training teams as needed in community development initiatives. • Keep abreast of and update relevant community resources and agencies suitable for this client group and ensure the RASNZ team is aware.
<p>Key relationships:</p>	<ul style="list-style-type: none"> • Mobile Community Clinical Team Leader • Mobile Clinical Team members – Community • RASNZ Youth team • Cross Cultural Facilitator Team • Māngere Clinical team • RASNZ Clinical Director and Cultural Director • RASNZ Research and Training teams
<p>Health & Safety</p>	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all workplace health and safety procedures. • Accurately report incidents and accidents to manager or workplace H&S representative/co-ordinator as soon as possible
<p>Key experience and competencies</p>	<ul style="list-style-type: none"> • Understanding and empathy for the refugee journey. • Experience with clients from a refugee CALD background • Extensive understanding of statutory and non-statutory service provision in the Auckland region • Experience working with complex mental health presentations • Experience working within the family harm and child protection sector. • Experience working with groups • Commitment to the mission and vision of RASNZ and the concept of social inclusion • Knowledge of and commitment to Te Ao Māori and Te Tiriti o Waitangi. Experience working biculturally and multiculturally. • Exceptional communication skills – listening, verbal, written • Excellent interpersonal and relationship building skills • Ability to build and maintain positive relationships with refugee communities, other social service providers, Police individual volunteers and Government departments. • Strong IT skills • Excellent organisational skills including time management and the ability to work under pressure • Competent Driver
<p>Attributes/Behaviours</p>	<ul style="list-style-type: none"> • Upholds and enacts the values of RASNZ • Outgoing, positive attitude

	<ul style="list-style-type: none"> • Proactive and collaborative working style with the ability to work autonomously or as part of a team • Able to work effectively and embrace diversity - of beliefs, values, gender/ sexual identity, faith etc. • Ability to multi-task
Qualifications	<ul style="list-style-type: none"> • Minimum of Bachelor of Social Work (BSW) or equivalent • Registered with SWRB and hold a current APC • Specialisation in mental health preferred • Current NZ Driver's Licence