



Position Description

Position:	Refugee Settlement Manager
Service:	Refugee Settlement Services; Family Works, South Canterbury
Hours of Work:	40 hours per week (some flexibility may be required to work outside normal working hours)
Responsible to:	General Manager, Social Services
Location:	3 Sophia Street, Timaru
Authorities and Delegations:	Staff, programme delivery and budget management

Vision: Presbyterian Support South Canterbury:

“The South Canterbury Community is strong, vibrant, safe and healthy”

Mission: Presbyterian Support South Canterbury:

“Supporting people through quality care”

Values: Presbyterian Support South Canterbury

- ✚ Excellence in service provision
- ✚ Partnership-working with clients, staff, volunteers and stakeholders
- ✚ Respect- through listening and responding to our community

Vision: Family Works New Zealand:

“Aotearoa is the best place in the world to raise our children, our tamariki”

Mission: Family Works New Zealand

“We want all children/tamariki to flourish so we work to support them and their families and whanau, and to champion their cause in our communities.”

Values: Family Works New Zealand

- ✚ Recognise the strengths inherent in everybody
- ✚ Accessible and non-discriminating
- ✚ Confident and competent to work with people
- ✚ Operate within a Code of Ethics as defined by their profession
- ✚ Work with children, young people, families and whanau and individual adults in respectful relationships
- ✚ Recognise Te Tiriti o Waitangi as the founding document of our nations and for our relationship with Maori, who are ‘tangata whenua’ – the first peoples of the nation
- ✚ Recognise New Zealand as a bi-cultural nation and a multicultural society

Position Summary

The Refugee Settlement Manager provides operational leadership for Refugee Settlement Services, an arm of Family Works within Presbyterian Support South Canterbury. The service supports former refugee families during their first 24 months in the community, helping them build independence, access mainstream services and achieve successful settlement.

The Manager leads the settlement team and is responsible for programme delivery, staff management, budgets, reporting, service quality and compliance with the Ministry of Business, Innovation and Employment Refugee Resettlement Contract.

The role requires strong relationships with government agencies, community organisations and refugee-background communities, together with oversight of culturally responsive case management, assessment, referral and risk-management practices.

Additional Information about PSSC Refugee Settlement Services

Timaru is one of 13 refugee settlement locations across Aotearoa New Zealand. Presbyterian Support South Canterbury is contracted to provide Refugee Settlement Services in Timaru. The service supports former refugee families for up to 24 months, helping address early settlement needs, build independence and support transition to mainstream services. This includes practical support for daily living and a community orientation programme that complements and extends the reception programme delivered at Te Āhuru Mōwai o Aotearoa (Māngere Refugee Resettlement Centre). The service works collaboratively with local council, iwi representatives, key stakeholders and the Timaru community to support former refugees to participate fully, live independently and develop a strong sense of belonging.

People arriving through the Refugee Quota Programme are granted permanent residence. Within this position description, they are referred to as former refugees.

Key Responsibility: Refugee Settlement Manager

KEY TASKS	EXPECTED OUTCOMES
Delivery of Refugee Settlement Services Former refugees receive settlement support in their settlement location (Timaru) appropriate to their needs for up to 24 months. Adheres to all PSSC policies and procedures Regularly review any strategic issues impacting on the delivery of the refugee resettlement support services. Identify opportunities for more innovative, flexible and effective ways to deliver refugee settlement support services that have a positive impact on the achievement of outcomes Adequate numbers of staff and volunteers are maintained to provide a range of case related settlement support services Manage the provision of all practical assistance required for supporting former refugees' daily living requirements upon arrival Facilitate and maintain a strong focus on supporting refugees to successfully transition to mainstream services and independence as soon as possible.	Delivery of Refugee Settlement Services • Manage the programme to ensure key outcomes are delivered within the timeline and budget • Develop strong and effective relationships with other local agencies supporting refugee settlement, including local refugee background communities and utilising their support where appropriate. • Develop and oversee the Community Orientation programme that complements the Mangere Refugee Resettlement Centre (MRRC) with input from key stakeholders and community agencies/services. • Arrange for catch-up sessions in the community for any aspects of the Orientation to Living in New Zealand sessions not completed at MRRC. • Participate in conference calls with MBIE/INZ prior to each intake of refugees to discuss any operational issues. • Participate in any additional meetings with MBIE/INZ that occur on an as-needed basis. • Oversee and lead the transition of refugees to mainstream services for up to 2 years and exit them from settlement support services. • Ensure that support is in place for refugees who do not exit the service after 24 months until appropriate linkages with mainstream services in the community are made. • Ensure priority and support is provided to cases assessed as urgent and referred by (MRRC) to health services in the community. • Ensure Interpreting services are purchased and accessed from EZISPEAK - NZ Telephone Interpreting Service or other available options when PSSC is not able to

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Date written: November 2019

Reviewed: August 2022, October 2026

	utilise or access interpreters within local community • Assist with the recruitment, employment, training and orientation of PSSC Refugee Resettlement staff and volunteers • Liaise with Immigration New Zealand (INZ) to oversee/co-ordinate the delivery of household items e.g. whiteware and furniture. • Ensure advocate support or advocacy services are in place for former refugee families when safety, health or housing issues arise during the 24-month settlement period that were not known before arrival.
Monitoring and Reporting Report on refugee settlement contractual requirements to MBIE quarterly and statistical reporting on outcomes six-monthly. Participate in meetings with PSSC and MBIE following each reporting period. Monthly reports to PSSC Board	Monitoring and Reporting • Develop and review reporting systems for quarterly reporting to MBIE on the five service outcome measures. • Develop systems and processes to ensure that the service outputs/deliverables are met by the PSSC Refugee Settlement Team. • Review reporting against five service outcomes measures monthly with staff • Complete monthly reports for PSSC Social Services General Manager/CEO/Board. • Review information and analysis contained in the quarterly reporting with MBIE. • Develop and review surveys of volunteers and community stakeholders. • Implement potential improvements from surveys.
Case Related Support Determine and implement casework management framework to meet former refugees' needs (individuals and families)	Case Related Support • Refugee settlement plans forwarded to PSSC prior to arrival of refugee families are reviewed with co-ordinator to identify any outstanding actions/goals to be completed by refugee settlement staff/volunteers.

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Develop and regularly review systems to meet the service deliverable requirements to support former refugees' daily living and support needs (individuals and families)	• Ensure services are delivered in an ethical, confidential and culturally competent way. • Ensure accurate and up to date case notes and records are maintained in the required formats and documented in the database within timeframes. • Ensure referrals are processed in accordance with PSSC Policy and procedures. • Ensure staff work in partnership with former refugees to facilitate and advocate settlement needs/plans in line with the five integration outcomes. • Ensure that risk and safety assessments and safety plans are completed and documented where necessary. • Ensure former refugees' privacy and confidentiality is always maintained. • Referrals to other services are made as appropriate. • Case management is regularly discussed with staff and PSSC Social Services General Manager.
Community Liaison and Relationships Relationships with external agencies and community-based services are successfully developed and maintained Participate in and support refugee settlement-related community events on behalf of PSSC.	Community Liaison and Relationships • Work in partnership with external agencies/services e.g. INZ/MBIE, Work & Income, Health NZ, Kāinga Ora, local land agents, Community, Timaru District Council (TDC), Multicultural Aoraki, ELP, Education Services. • Coordinate, facilitate and participate in community-based information forums relating to refugee settlement. • Proactive involvement and participation in all former refugee settlement related events. • Ensure former refugees are referred to the most appropriate services available in the community.

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Teamwork To work co-operatively with PSSC staff to provide the most appropriate service for former refugees.	Teamwork • Works efficiently and effectively with others to support the refugee settlement services and for the benefit of individual refugees. • Participates and contributes to meetings and leads meetings where appropriate. • Attends Family Works Team meetings. • Proactive in managing team relationships and manages conflict in a positive and constructive way.
Professional Development Ensures professional practice is up to date and relevant to the scope of practice	Personal and Professional Development • Identify own ongoing professional development needs in conjunction with the PSSC Social Services General Manager. • Actively prepare and participate/contribute to all forms of supervision; supervision with an approved external supervisor, multi-disciplinary team supervision, internal administrative supervision, critical/urgent supervision with PSSC Social Services General Manager.
Practice and Service Quality Assurance/Continuous Improvement Ensure active & positive contributions to continuous quality improvements in service delivery. Ensure all services comply with relevant legislative requirements and other organisational quality standards.	Practice and Service Quality Assurance/Continuous Improvement • Proactive participation in quality assurance improvements/audits relevant to Refugee Settlement Services • MBIE contracts and audit requirements are complied with and all external contract requirements are met or exceeded.
Health and Safety Understands and complies with responsibilities under the Health & Safety at Work Act 2015.	Health and Safety • Has read and understood their responsibilities under the Act as outlined in the H&S manual.

Takes all practicable steps to ensure own safety and the safety of clients/others. Work with INZ resettlement team to address housing issues where there are health or safety implications	• Actively supports and complies with all PSSC H&S policy and procedures in all working environments. • Maintains a healthy and safe working environment. • Reports any incidents, accidents, near misses and any health and safety hazards or concerns in accordance with PSSC policy and practice.
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Key Relationships

Internal relationships:

- Refugee Settlement Services staff
- Family Works and Presbyterian Support South Canterbury staff
- Volunteers

Reports to:

- PSSC General Manager, Social Services

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Refugee Settlement Manager

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Has these direct reports:

- Refugee Social Worker
- Refugee Case Worker
- Volunteer Co-ordinator
- Cultural Advisor

External relationships:

- Former refugee clients
- Community groups and NGO's
- Local Agencies providing services to former refugees (English Language Partners, Multicultural Aoraki, W&I)
- Mangere Refugee Resettlement Centre staff (Immigration NZ, AUT, RASNZ, MSD).
- Timaru District Council
- Health providers and Health NZ
- Schools and Ministry of Education
- Media
- Community at large

PERSON SPECIFICATIONS

To be fully competent in this role the desired applicant should have

Qualifications and requirements

- Previous experience working with former refugees or migrant communities, together with knowledge and understanding of refugee resettlement.
- Relevant tertiary qualification, or significant equivalent experience.
- Experience managing projects, programmes or contracted services
- A current full New Zealand driver's licence
- Arabic language skills desirable, but not essential

Skills and experience

- An ability to engage with former refugees and to establish working relationships with agencies, voluntary groups and individuals.
- Highly organised and effective time management skills with demonstrated ability to manage and deliver multiple work streams on time.
- Leadership of a team of staff.
- Resolves conflict promptly and deals decisively with difficult issues.
- Ability to organise self and team to achieve outcomes and deadlines.
- Strong communication skills and excellent presentation, report writing and facilitation skills.
- Competent with IT systems.
- Budget management experience.
- Knowledge and understanding of refugee settlement in NZ or other relevant cross-cultural experience.
- Understanding of NZ systems of social support and government services e.g. Work and Income, Education and Health.
- Ability to network and build positive working relationships both internally and externally and be able to utilise these connections to support former refugees.
- Experience in case management undertaking assessments, risk/safety plans, goal setting/plans and reviews.

Hours of work

Flexibility to work outside normal working hours to meet former refugees' needs as required. On occasion there may be the need to work outside of what might be considered ordinary working hours (evenings and weekends).

There will be travel to the Te Āhuru Mōwai o Aotearoa (Māngere Refugee Resettlement Centre).

Hours of work and location where work will be conducted will be discussed in consultation with the PSSC Social Services GM.

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Core Competency	Key Behaviours
Programme management	• Manages own time, priorities, and resources to achieve goals • Makes timely and informed decisions that take into account the facts, goals, constraints and risks • Resolves difficult or complicated challenges • Demonstrates empathy, understanding and passion for working in this area • Demonstrates a high degree of personal motivation and accountability • Able to work comfortably on more than one request, task, or project and able to prioritise to meet deadlines.
Staff management	• Builds and seeks constructive working relationships characterised by a high level of acceptance, co-operation and respect • Encourages a culture of trust, respect, empathy and dignity • Participates positively in team meetings and decision-making; looks to advance both organisational and team services. • Manages conflict well, in a timely manner, is constructive in their feedback to team members; encourages others to do the same. • Supports and helps staff to perform their tasks. • Suggests ways to improve the way the team operates/works together • Uses a strengths-based approach in working with others and is positive and constructive in managing team relationships.
Relationship management	• Demonstrates thoughtfulness, courtesy, openness and respect for internal and external service providers. Encourages a culture of trust, respect, empathy and dignity. • Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas. • Fosters an open, collective, mutually beneficial and co-operative culture. • Develops strong and close relationships with community and external service providers. • Experience in networking.

Results Focused	• Displays a “can do” attitude. Self-motivated, well-developed organisational and timeliness skills. • Has the ability to advocate for themselves, whānau, colleagues and the community. • Shows flexibility – able to work comfortably on more than one request, task or project, and is prepared to do a bit extra to attend to unexpected problems or to meet urgent pieces of work. • Knows own limitations and is willing to work in partnership with all others to ensure timeliness and quality. • Takes personal responsibility for making things happen, encourages continuous quality improvement in service and staff.
Linking Resources	• Uses broad community knowledge and contacts to support, and when necessary, advocate for families. • Has up-to-date knowledge of a wide range of local agencies/community organisations. • Advocates for families as appropriate. • Demonstrates knowledge of protocols and requirements for referral to a wide range of agencies/organisations. • Uses networks to "open doors" for clients.
Organisational commitment	• Demonstrates organisational loyalty and works in partnership to assist staff and management of the organisation to deliver services. • Represents the organisation well; practices and behaves in a way that is consistent with its mission, values and ethical standards. • Able to prioritise and work flexibly to support colleagues and to meet deadlines.
Communication	• Highly effective interpersonal skills, and excellent oral and written communication skills. • Is confident with people at all levels and backgrounds. • Consults with others – actively seeks input from clients, colleagues and team members. • Uses a range of techniques to effectively and clearly present complex information in a clear and concise manner. • Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others. • Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.

Acknowledgement of position

This position description outlines the key responsibilities and expectations of the role. It will be reviewed periodically to reflect changes in organisational needs and service delivery.

I acknowledge that I have read and understood this position description.

Employee

Name: _____

Signed: _____ Date: _____

Employer

Name: _____ Position: _____(PSSC)

Signed: _____ Date: _____

Background information relevant to this position

New Zealand Refugee Resettlement Strategy

New Zealand Refugee Resettlement Strategy: <https://www.immigration.govt.nz/about-us/our-strategies-and-programmes/supporting-refugees-and-asylum-seekers/refugee-resettlement-strategy/>

The New Zealand Refugee Resettlement Strategy is a whole-of-government approach to delivering improved refugee resettlement outcomes. Refugees resettled into New Zealand under the Refugee Quota Programme more quickly achieve self-sufficiency, social integration and independence.

The overarching vision for the New Zealand Refugee Resettlement Strategy is:
“Former refugees and their families settle successfully, achieve their goals and thrive in Aotearoa NZ.”

This overarching vision is underpinned by five integration outcomes:

1. Participation and Inclusion: Former refugees actively participate in community and civic life, developing a strong sense of belonging, safety, and acceptance in Aotearoa New Zealand.
2. Health and Wellbeing: Individuals and their families achieve healthy, safe, and independent lives, with access to primary health care, mental health support, and general medical services.
3. Housing: Families live independently in homes and communities that are safe, secure, healthy, affordable, and meet their long-term needs
4. Education, Training and English Language: Adults and children gain English language proficiency to navigate daily life, access further education, and achieve formal qualifications.
5. Employment and Self-Sufficiency: Working-age individuals secure meaningful paid work or build on their existing skills and experiences to achieve financial independence.

Population Outcome

The contracted settlement support service provider (Presbyterian Support South Canterbury, Refugee Settlement Services) works to ensure that refugees are fully integrated socially and economically as soon as possible so that they are living independently, undertaking the same responsibilities and exercising the same rights as other New Zealanders and have a strong sense of belonging to their community and New Zealand.

Population Outcome Indicators

The following indicators will inform progress towards achievement of the population outcomes based on the five integration outcomes defined in the New Zealand Refugee Resettlement Strategy:

Service Outcome

Immigration New Zealand will provide Settlement Plans for each quota refugee family (including individual needs) for the five integration outcomes: Participation & Inclusion; Health and Wellbeing; Education, Training and English Language; Employment & self-sufficiency. This will be for up to 2 years in New Zealand, to ensure support services in the settlement area are informed and prepared.

Refugee Settlement Plans supporting quota refugees will be received prior to each refugee family arriving in Timaru, these will include individual's needs. Presbyterian Support South Canterbury (PSSC) will review the implementation of the settlement plan for each refugee family at regular intervals (a minimum of eight times within 24 months of settlement in the community) for progress towards and achievement of goals and transition to independence

Service processes

- The nature and the availability of settlement support is explained to quota refugees.
- Services provided by PSSC comply with all agreements and processes used by Immigration New Zealand. This includes the use of interpreters and requirements related to privacy and informed consent.
- Services are provided in quota refugees own languages when they are not fluent in English.
- Settlement support is well co-ordinated with other services provided to quota refugees.
- Settlement support in the community supports and reinforces the information and orientation provided at the Mangere Refugee Resettlement Centre (MRRC).
- Information about any individual or family accessing services is kept safe and secure, any health information supplied to any person, party or stakeholder is provided in accordance with the Health Information Privacy Code 2020 issued under the Privacy Act 2020.
- The detail and content of the orientation programme is approved by MBIE and provided to the quota refugees in the settlement location.