

## Position Description

**Position:** **Refugee Settlement Volunteer Co-ordinator**

**Service:** Family Works, South Canterbury

**Hours of Work:** 20 hours per week (flexibility to work outside normal working hours to meet client's needs as required.)

**Fixed Term Contract:** Ends 30 June 2028

**Responsible to:** Refugee Settlement Services Manager

**Location:** Primary base is Timaru and may be required to work /be based in other locations within the South Canterbury, when requested and required.

**Vision: Presbyterian Support South Canterbury:**

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

**Mission: Presbyterian Support South Canterbury:**

*“Supporting people with 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 1tamariki”.*

**Mission: Family Works New Zealand**

*“We want all children/1tamariki 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.

**Written By:** Family Works Manager

Date Written: February 2020

**Approved By:** Carolyn Cooper Chief Executive Officer

Reviewed and updated: January 2026

**Agreed to By:**

Date:

## **Position Summary**

The purpose of the Refugee Settlement Volunteer Coordinator (RSVC) is to provide coordination of the Refugee Volunteer Programme. The Refugee Settlement Volunteer Coordinator is responsible for recruitment, training, mentoring and supervision of volunteers and supporting them during their placement with former refugee families and individuals. This includes individual and group meetings with volunteers, and regular support through phone and email contact.

The Refugee Settlement Volunteer Coordinator will recruit, screen, and ensure that prospective volunteers are well trained and have the capacity and knowledge to meet the requirements of their volunteer placement with the Refugee Settlement Services. The RSVC will ensure that there are sufficient numbers of volunteers for each intake of former refugees and that these volunteers are well trained and supported during their contact with Presbyterian Support South Canterbury (PPSC).

The Refugee Settlement Coordinator is responsible for the preparation, implementation, and monitoring of the Refugee Settlement Volunteer Programme and for ensuring that all prospective volunteers meet the required standards. The Refugee Settlement Coordinator liaises with the PSSC Volunteer coordinator to ensure all PSSC volunteer development reflects PSSC Volunteer Policy and Procedures.

The Refugee Settlement Volunteer Coordinator supports the Refugee Settlement Manager to build and maintain a positive and cooperative working environment within the team, actively promoting the work of PSSC resettlement and enhancing cooperation and coordination among stakeholders engaged in services for refugees.

The Refugee Settlement Volunteer Coordinator will contribute to and support the smooth onward settlement of former refugees into the community.

## **Key Responsibility: Refugee Settlement Volunteer Co-ordinator Role**

<b>KEY TASKS</b>	<b>EXPECTED OUTCOMES</b>
<b>Volunteer Recruitment, Retention</b>  Recruit, select and appoint volunteers with appropriate skills for assisting in the support of RSSC Refugee Settlement Services  Ensure that vetting and recruitment in individual volunteers is conducted within PSSC policy and procedures.  Ensure that PSSC orientation/induction programme is completed for all new volunteers.  Ensure sufficient volunteers are trained and retained to enable the programme to operate effectively.  Volunteers are placed/matched with refugees that are appropriate to their skills, knowledge, and life experiences.  Market and promote PSSC Refugee Settlement Volunteer programme.	<b>Volunteer Recruitment, Retention</b>  Volunteer vacancies actively advertised and promoted.  All applicants interviewed and carefully screened to determine suitability as volunteer for this service.  Police checks and referee checks are undertaken in accordance with PSSC policies.  All volunteer's complete PSSC orientation programme  Volunteers are recruited and are providing support to former refugees in the Refugee Settlement Service Volunteer Programme  Relevant PSSC policies and procedures observed correctly.

<p>Maintain an up-to-date knowledge of coordination of services to support community volunteers.</p>	<p>Undertake promotional activities and speaking engagements internally and externally to promote the programme.</p> <p>Participate as a speaker or facilitator as required in volunteer training sessions.</p> <p>Knowledge and skills remain competent and up to date.</p>
<p><b>Volunteer Training</b></p> <p>Refugee Settlement Service Manager and Volunteer Coordinator develop training sessions/ programme material for delivery to all prospective volunteers.</p> <p>Annual timetable for training is completed.</p> <p>Guest speakers for training programme are determined and confirmed.</p> <p>Refugee Settlement Service Manager works with Volunteer Coordinator to support placement of volunteers with a refugee family.</p> <p>Suitability of volunteers is reviewed during the training to ensure their capability to carry out volunteer placement with a refugee family.</p>	<p><b>Volunteer Training</b></p> <p>Volunteers are informed of the training timetable. All volunteers must attend and complete required training sessions.</p> <p>Training plan is reviewed regularly to ensure it meets the needs of refugees and volunteers. Feedback sought from volunteers after sessions.</p> <p>Regular meetings held with RSS Manager</p> <p>Situation is managed if it is determined a volunteer is not ready or suitable to be placed with a refugee family</p>
<p><b>Partnership, Networking and Public Awareness</b></p> <p>Attend key community meetings and network groups relevant to role.</p> <p>Provide public education to promote better understanding about refugee settlement and to foster support within refugee communities.</p> <p>Establish and maintain networks with other workers, agencies and government departments involved in refugee settlement and volunteering.</p>	<p><b>Partnership, Networking and Public Awareness</b></p> <p>Attendance at appropriate meetings are determined with RSS Manager.</p> <p>Volunteer promotional opportunities are discussed and agreed with RSS Manager</p> <p>Networking opportunities are discussed and agreed with RSS Manager</p>
<p><b>Reporting Requirements Volunteers</b></p> <p>Contribute to the development of the Refugee Settlement Volunteer Database</p> <p>Maintain accurate records for contractual reporting and analysis.</p>	<p><b>Reporting Requirements Volunteers</b></p> <p>Refugee Settlement Volunteer Database to be established on Paua Client Management System</p> <p>Volunteer information to be up to date and accurately reflect involvement within service.</p>

	Statistical data is accurate and provided on time.
<p><b>Volunteer Co-ordination and Supervision</b></p> <p>Coordinate and implement a volunteer support programme for each volunteer.</p> <p>Regular contact is maintained with all volunteers.</p> <p>Provide ongoing education and supervision for volunteers.</p> <p>Provide guidance and advice on practical tasks to volunteers.</p> <p>Support volunteers to manage complex or emotional issues as they arise.</p> <p>Work with other key staff to coordinate tasks, record progress and ensure that clients/ refugees are well supported.</p> <p>Ensure that volunteers are appropriately supported and that the work they undertake is acknowledged and recognised (monthly meetings) possibly in the evening.</p>	<p><b>Volunteer Co-ordination and Supervision</b></p> <p>Coordinate and run volunteer supervision meetings for each refugee intake.</p> <p>Maintain regular contact with volunteers and encourage ongoing involvement through a variety of communication such as email, phone calls, meetings and newsletters.</p> <p>Each volunteer's progress appraised regularly.</p> <p>Volunteer progress and concerns monitored, and regular reports are provided to the Refugee Settlement Project Manager</p> <p>Regular meetings are held with other Refugee Settlement staff and other key services/ organisations.</p> <p>Coordinate volunteers thank you and social events.</p> <p>Complete volunteer satisfaction service evaluations</p>
<p><b>Administrative Duties</b></p> <p>Monitor the office email, some reception, administrative and reception support work for the Settlement staff.</p> <p>Entering of data into a CMS (Paua). Preparing and assisting with keeping of accurate records</p> <p>Maintenance of office supplies</p>	<p><b>Administrative Duties</b></p> <p>Reception area to look tidy, welcoming and professional at all times.</p> <p>Records to be professional accurate with strong attention to detail.</p>
<p><b>Donations</b></p> <p>Oversee the advertising for and coordinate the receiving, storing, and cleaning of community donations of household furniture and other effects.</p> <p>Overall responsibility to coordinate the setting up of homes for client's arrival.</p>	<p><b>Donations</b></p> <p>Retain a constant stock of household items for arrivals.</p> <p>Think and collaboratively to achieve donations required.</p> <p>Storage area to be maintained in a tidy useable condition.</p>
<p><b>RSS Manager</b></p> <p>Meet regularly with Refugee Settlement Manager ensuring they are kept informed on all key matters.</p>	<p><b>RSS Manager</b></p> <p>Regular meetings held as agreed.</p> <p>Monthly report completed.</p> <p>Performance review is undertaken and completed annually.</p>

<p><b>Health and Safety</b></p> <p>As an employee understand and fulfil personal requirements under the Health and Safety at Work Act 2015 regarding reporting of workplace events, injuries our hazards.</p> <p>Ensure that all volunteers understand and comply with Presbyterian Support's Health &amp; Safety policies.</p> <p>Ensure all volunteers are informed and understand their responsibilities under the Health and Safety at Work Act 2015 regarding reporting of workplace events, injuries and hazards.</p> <p>Promote good health, safety and wellbeing practice in your workplace.</p>	<p><b>Health and Safety</b></p> <p>Undertake and complete orientation/training in Presbyterian Support's Health and Safety Policies</p> <p>Take responsibility for your personal health, safety and wellbeing and others by not knowingly putting yourself or others at risk.</p> <p>Volunteers undertake and complete orientation/training in Presbyterian Support's Health and Safety Policies.</p> <p>Ensure prompt reporting of all workplace events, injuries, near misses or hazards in accordance with PSSC Policies and Procedures</p> <p>All practical steps are taken to ensure personal safety of others and self.</p> <p>Work environment maintained in a safe condition, free of any potential hazards.</p> <p>Safe work practices are undertaken; hazards are identified and eliminated or controlled. Incidents reported.</p>
<p><b>General</b></p> <p>Undertake such other tasks and duties, as may be required by the RSS Manager/General Manager Social Services from time to time.</p>	<p><b>General</b></p> <p>Other tasks and duties, which may be required from time to time, undertaken co-operatively and with commitment.</p>

*Presbyterian Support South Canterbury is strongly committed to providing services in the spirit of Te Tiriti o Waitangi*

## PERSON SPECIFICATIONS

### Qualifications – a qualification in adult education or similar qualification is preferred

The appointee will hold a current full motor vehicle drivers' licence and be physically able to carry out the role.

### Experience/Competencies

The appointee would be able to demonstrate:

- Experience working as a volunteer and/or with volunteers
- Knowledge and understanding of refugee settlement in NZ or other relevant cross-cultural experience
- Ability to build, sustain and effectively manage relationships and networks

- Understanding of NZ systems of social support and government services e.g. Work and Income, Education and Health
- Excellent time management and ability to work independently
- Sufficiently able to physically complete all tasks.
- Ability to relate to people of different cultures and religious backgrounds
- Reliability, honesty and a sense of humour
- Ability to deal with stress whilst maintaining energy and enthusiasm
- Empathy with humanitarian causes
- Excellent oral and written communication skills
- Presentation and public speaking experience
- Excellent IT skills in Microsoft Office Suite and preferably Canva or similar design suites

The ability to work and or be available in evenings and weekends if required is essential

*The position description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.*

## Key Relationships & Authorities

### Reports to:

- Refugee Settlement Service Manager

### Internal relationships:

- Family Works staff
- Presbyterian Support South Canterbury staff



### External relationships:

- Refugee clients, groups and communities
- Agencies providing services to refugee client
- Volunteer organisations and community groups
- Mangere Refugee Resettlement Centre.

**Directly supervising:**

- **Volunteers**

**Authorities and Delegations:**

Nil

I have read this job description and accept it.

Employee's Name:

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Signed: ..... Date: .....

Name: ..... Position.....(PSSC)

Signed..... Date.....