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Community Navigator – Afghan Evacuees

Job Description

Background

ChangeMakers Resettlement Forum (CRF) is a rights-based, non-government organisation. Our vision is New Zealanders from a refugee background participating fully in Aotearoa New Zealand life. We work towards that vision through community development, research, and advocacy.

Position Title: Community Navigator – Afghan Evacuees

Position Term: 12 months fixed term (possibility of extension for 12 months)

Hours: 37.5 hours per week

Position Relationships:

Reports to: General Manager

Internal Relationships: Colleagues, Board, Leaders Council

External Relationships: Settlement Agency Staff, Government organisations e.g.

Work and Income, MSD, Kainga Ora, IRD, NZ Police, other settlement organisations, local Afghan communities, other refugee communities

Staff: No direct reports

Financial: Work within agreed budget; Seek General Manager approval of spending.

Key objectives of the Position

To ensure Afghan Evacuee clients (clients) have access to community resources and social networks.

Seek out information about community resources available to clients.

Work with organisations and communities that have significant interactions with clients to improve settlement outcomes.

Build relationships and connections to supporting organisations and communities to meet client needs and improve settlement outcomes.

Obtain input from ethnic communities about the issues that affect them.

Key Tasks	Outcomes
<p>Client Engagement</p> <ul style="list-style-type: none"> • Empower newcomers by helping them navigate their way around resources and organisations which will improve outcomes for themselves and their family. • Assist clients to tackle problems which affect their general well-being. • Make referrals and connections on behalf of the clients to other agencies and organisations • Support clients to attend appointments/meetings which will improve their general health and well-being 	<ul style="list-style-type: none"> • Newcomers will be able to access information and resources to improve their settlement outcomes. • Clients will become more independent and confident in their decision making. • Referrals o other agencies will result in improved outcomes for clients. • Clients will attend meetings and appointments when required.
<p>Sector Engagement</p> <ul style="list-style-type: none"> • Attend meetings/workshops with community organisations with the purpose of advocating and improving assistance and support for newcomers. • Collaborate with external stakeholders for the purpose of building effective relationships. • Recommend responses and actions with the purpose of improving outcomes for clients. • Develop plans and activities for the purpose of enhancing relationships with and improving client services. • Build networks and relationships to promote and improve settlement outcomes for newcomers. 	<ul style="list-style-type: none"> • Meetings and workshops will be attended to inform and improve assistance to support newcomers. • Effective stakeholder relationships will be formed and developed to improve settlement outcomes for newcomers. • Workshops and activities will be put in place to improve settlement outcomes. • Networks will be strengthened and services promoted.
<p>Administration and Reporting</p> <ul style="list-style-type: none"> • Record and maintain data about client engagement/activities. • Record and maintain data about sector and agency engagement. 	<ul style="list-style-type: none"> • Clients records will be up to date. • Database will be maintained of all activities • Internal reporting, as required for

<ul style="list-style-type: none"> Report monthly to community Development and Support Lead on activities 	<p>Internal Provider processes, will be produced and provided.</p> <ul style="list-style-type: none"> A quarterly report will be provided noting number of clients along with support provided.
<p>Other activities</p> <ul style="list-style-type: none"> Due to this being a new role there is an expectation that other tasks and activities will be added to the job description as the role develops. 	

Person Specification:

In general, the Community Navigator will have:

- A high level of communication skills, both oral and written
- Bilingual language ability in English and either Dari and/or Pashto
- Cultural awareness and ability to work with people from an Afghan background
- Understanding and culturing cultural difference and diversity
- Empathy for vulnerable members of the community
- Be able to build rapport and trust
- Set priorities and manage competing demands
- Use initiative and work unsupervised
- Work with a team approach to achieving best outcomes

Skills:

- Full New Zealand Drivers Licence
- Competency in using computer software including word, excel, outlook email, database systems and internet navigation

Knowledge:

In general, that Community Navigator will have:

- General knowledge of New Zealand systems and processes
- Good networks
- Understanding of settlement in New Zealand
- Strong connections to the local Afghan community