

JOB DESCRIPTION

Trainer – Refugee Community Employment & Skills Development

Position	Trainer
Location	Levin
Tenure	Fixed term contract November 2026 – June 2028
Responsible to	General Manager
Hours	Part-time (0.5 FTE)

This position can be combined with our Work Broker role, for a total of 1 FTE.

Background

ChangeMakers Resettlement Forum is a grassroots non-governmental organisation (NGO) walking alongside 18+ refugee background communities in the greater Wellington region (Aotearoa New Zealand).

Our vision is New Zealanders from a refugee background participating fully in New Zealand life. We work towards that vision through community development, research, and advocacy.

Purpose of the Role

The Trainer supports former refugees to build confidence, skills, and knowledge that strengthen their employment readiness and overall wellbeing. The role focuses on culturally responsive, community-led training that empowers participants to navigate work, education, and life in Aotearoa.

Functional relationships

Internal

- Work Broker in the same area
- Trainer and work broker in other area
- General Manager, staff and volunteers

External

- Refugee-background individuals
- Refugee community organisations
- Refugee service providers and education providers — e.g. The Red Cross, English Language Partners, etc.
- Government agencies – e.g. MSD, IRD
- Local Government (Levin City Councils)
- Local employers

Key Responsibilities

1. Community-Led Training Design

- Develop training programmes shaped by ongoing consultation with refugee-background communities.
- Co-design content with community leaders, CRF staff, and partner organisations to ensure relevance and cultural relevance.
- Create accessible learning materials that reflect diverse languages, literacy levels, and learning styles.

2. Training Delivery

- Facilitate practical, interactive workshops on employment readiness, workplace culture, communication, digital literacy, and life skills.
- Deliver sessions in community settings, including hubs, homes, and partner organisations.
- Use trauma-informed, strengths-based approaches that recognise participants' resilience, skills, and lived experience.

3. Individual Coaching & Support

- Schedule initial meeting with client to determine eligibility and outline purpose of programme.
- Assess level of English for work readiness.
- Provide one-to-one coaching to help participants set goals, prepare CVs, practise interviews, and understand workplace expectations.
- Support learners to identify their strengths, transferable skills, and career pathways.
- Advise on best pathways to overcome potential barriers to employment, such as family commitments, lack of English, transport difficulties, qualifications not recognised in NZ.
- Connect with education providers and assist with StudyLink applications.
- Work alongside community navigators, education providers, and case managers to ensure wrap-around support.

4. Cultural Competence & Relationship Building

- Build trusting relationships with participants, families, and community leaders.
- Work respectfully across cultures, languages, faiths, and community norms.
- Collaborate with interpreters and cultural advisors to ensure inclusive delivery.

5. Employer & Partner Engagement

- Liaise with work broker to understand local labour-market needs and tailor training accordingly.
- Connect participants with study pathways, volunteering, and employment opportunities.
- Maintain strong partnerships with organisations such as Red Cross, ELP

6. Monitoring & Evaluation

- Track learner progress, outcomes, and feedback.
- Evaluate programme effectiveness and adapt content based on community insights.
- Contribute to reporting for funders and stakeholders.

Desirable Experience and Key Attributes

- Full NZ Driver Licence.
- Relevant qualification in adult education, social services, or community work (e.g., NZCATT Level 5).
- Experience in adult education, community development, or employment training.
- Strong competence with digital tools (Office suite) and online learning platforms.
- Strong facilitation skills with the ability to engage diverse learner groups.
- Cultural humility and experience working with refugee or migrant communities.
- Understanding of trauma-informed practice and strengths-based approaches.
- Ability to design inclusive, accessible learning materials.
- Excellent communication, relationship-building, and coaching skills.
- Problem solving, strategic planning and advocacy skills and experience
- Ability to work independently, take initiative, set goals, and manage time.

What Makes the Role Meaningful

- Direct impact on people's confidence, independence, and long-term settlement outcomes.
- Deep connection with communities who bring rich cultural knowledge and resilience.
- Variety in daily work — from workshops to one-on-one coaching to community events.
- Opportunity to support leadership development and community-led initiatives.

People from a refugee background are encouraged to apply.

NOTE This job description is not intended as an exhaustive list of duties and responsibilities. The job may evolve and change, and CRF may amend this job description after consultation with the job holder.