

JOB DESCRIPTION

Work Broker – Refugee Community Employment & Skills Development

Position	Work Broker
Location	Masterton
Tenure	Fixed term contract November 2026 – June 2028
Responsible to	General Manager
Hours	Part time (0.5 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 Work Broker 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

- Trainer 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. Red Cross, English Language Partners, etc.
- Government agencies – e.g. MSD, IRD
- Local Government (City Councils)
- Local Employers
- Employment stakeholders, such as Chambers of Commerce and Careers NZ

Key Responsibilities

1. Employer Engagement & Partnerships

- Proactively meet employers, visit workplaces, and build strong relationships across the region.
- Identify hiring needs and promote employment initiatives.
- Work with relevant employers to grow employment opportunities for low skill, skilled and professional individuals from refugee backgrounds
- Travel across the region to meet employers and attend events.

2. Recruitment & Placement

- Source vacancies through cold calling, networking, and labour-market insights.
- Match job seekers to suitable roles and support onboarding and retention.
- Advocate for candidates by promoting their strengths to employers.

3. Labour Market Intelligence

- Gather and report labour-market trends, skills gaps, and growth opportunities.
- Use labour-market insights to identify job opportunities and inform strategy.

4. Collaboration & Programme Delivery

- Work closely with Job Trainer to match job seekers to available positions including work experience, internships, trials and paid employment
- Maintain accurate records for reporting requirements and analysis.
- Demonstrate cross cultural understanding both internally and externally.
- Work collaboratively with Work and Income, Red Cross and other key agencies to enhance and strengthen networking and information sharing.

5. Client support in their Employment

- Communication and support clients during their first 6 months of employment
- Carry out employer satisfaction surveys
- Document success stories to present to funders.
- Conduct individual and small group sessions with clients to develop effective strategic planning and employment seeking skills, an understanding of specific industry requirements and the priorities of employers from different sectors
- Work alongside employers and education providers to ensure wrap-around support.

6. 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.

7. Employer & Partner Engagement

- Extend the network of employers and organisations willing to consider employing former refugees and offering work experience opportunities
- Connect participants with study pathways, volunteering, and employment opportunities.
- Maintain strong partnerships with organisations such as Red Cross, ELP

8. 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.
- Awareness of New Zealand employer priorities and familiarity with employment organisations and networks in the region
- Understanding of the refugee journey and common issues faced during the resettlement process
- Excellent and proven relationship building experience
- A relevant tertiary qualification, or equivalent relevant experience.
- Proven skills in career development and the ability to engage with clients collaboratively
- Appreciation of the benefits of diversity in workplaces
- Cultural humility and experience working with refugee or migrant communities.
- Experience working with people from diverse and marginalised backgrounds
- Excellent communication skills, especially in the art of listening
- Problem solving, strategic planning and advocacy skills and experience
- Strong competence with digital tools (Office suite)
- 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.

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.