



POSITION DESCRIPTION

Community Sponsorship Coach

DEPARTMENT DIVISION	NZ CORS Community Refugee Sponsorship
REPORTS TO	National Program Manager NZ
LOCATION	Preferably Auckland, Wellington, or Christchurch
EMPLOYMENT TYPE	Permanent, full-time

About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

Through strengths based and trauma informed approaches we provide education and support services to improve the livelihoods and independence of refugees and asylum seekers whilst assisting host countries to integrate them well.

HOST Aotearoa New Zealand was established in 2018 to support effective integration of refugees in New Zealand and to promote Manaakitanga towards newcomers. We acknowledge and support the Treaty of Waitangi and commit to its principles of participation, protection, and partnership.

Our Governing Principles

Creating and maintaining humanity (mana tangata), hope (tūmanako) and dignity (whakarangatira) is at the core of our work with displaced people and host countries.

Our Values

- Respect (Whakaute/Mana)
- Integrity (Ngākau Pono)
- Compassion (Ngākau Aroha)
- Diversity (Kānora)
- Innovation (Auaha)

1. Position Summary

The Community Sponsorship Coach is responsible for working with approved and prospective sponsor groups throughout Aotearoa New Zealand to ensure that refugees who are settled in NZ under the community sponsorship program are effectively integrated and supported throughout their first two years of settlement. Reporting directly to the National Program Manager, the position will work within a coaching framework to provide a key contact point and guide for prospective and approved community sponsor groups throughout NZ and ensure a whole of community approach to refugee settlement that is aligned with Treaty principles.

2. Key Responsibilities

- Provide coaching to sponsor groups to ensure that they understand their responsibilities and are capable to facilitate effective settlement of sponsored refugees under the program;
- Provide guidance and support to sponsor groups to engage a wide variety of stakeholders within their local community to support effective settlement of refugees;
- Provide training and skills development to sponsor groups to support settlement competency and compliance;
- Provide constructive feedback to prospective and approved sponsor groups and regularly consult with key stakeholders to gain feedback about the program;
- Support the promotion of the NZ community sponsorship program throughout NZ by providing information seminars, engaging stakeholders, and responding to enquiries;
- Maintain records of engagements with sponsor groups and participate in evaluation activities and contract reporting;
- Participate in and contribute to assessment panels and the sponsor's community of practice;
- Develop, implement, and monitor individual key result areas for participants in the program;
- Work with the National Program Manager and MBIE to identify suitable matches between sponsor groups and refugee applicants;
- Work with interested groups in the community to form partnerships and collaborations to support diversification of community sponsorship groups throughout NZ;
- Work with the National Program Manager to represent and promote HOST and the community sponsorship program through NZ with community groups, business, government, NGOs, and other stakeholders; and
- Build and foster collaborative internal relationships which can influence and progress the organisation's strategic objectives.

2.1 *Authority and Delegation*

- This position is not responsible for a budget but may be delegated to incur reasonable expenses in the course of undertaking the duties outlined in this position description.

3. Selection Criteria

3.1 *Essential*

- Tertiary qualification in social work, social sciences or other related field;
- Demonstrated commitment to co-design and coaching principles;
- Sound understanding of the issues and sensitivities faced by newly arrived communities as well as the drivers of effective settlement within the community;
- High level of interpersonal skills, including strong customer service skills and the ability to liaise effectively with a range of stakeholders to foster effective working relationships;
- Ability to work under limited direction, including experience in planning, prioritising and organising work for self and others to achieve goals and deadlines;
- Extensive practical experience working with diverse community groups within a community development framework;

- Strong communication skills that are open-minded and collaborative;
- Commitment to collaboration and innovation with a broad range of stakeholders including mana whenua, NZ Government, business, cultural leaders, and community partners;
- Experience working in diverse cultural contexts with strong intercultural communication skills and understanding or lived experience of the refugee resettlement pathway;
- An understanding of Te Tiriti o Waitangi and te ao Māori or a strong desire to develop your experience in this area; and
- Ability to plan and deliver seminars and trainings that are informative, inspiring, and meet target audience requirements.

3.2 *Desirable*

- Experience working in refugee settlement programs;
- Experience working with community groups throughout NZ;
- High level IT and data administration skills.

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required;
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values;
- Ensure all relevant information, including policies and procedures, are effectively communicated to staff;
- Promote a culture of continuous improvement and innovation within all program activity;
- Help build the HOST brand in NZ by representing the organisation at various levels of the community and government sectors as required; and
- Perform other duties commensurate with skills and experience as required.

4.1 Position Responsibilities

- Applicants must have the right to work in New Zealand;
- All applicants must undertake a National child protection clearance and National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check; and
- Applicants may be subject to social media screening as part of employment.

5. HOST Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic, and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence, and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Safety & Wellbeing	The ability to contribute positively to and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience, and balance.

The above core competency framework applies to all staff working at HOST and are an important part of facilitating a constructive organisational culture here at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy.

These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors, and other Personnel.

7. Acknowledgment and sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /