

Cultural and Language Assistant – Job Description

English Language Partners New Zealand

Who we are: English Language Partners New Zealand (ELPNZ) is a national not-for-profit organisation working with former refugees and migrants and operates in 22 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission. Our national office is in Wellington.

Our vision: Former refugees and migrants settle well and succeed in Aotearoa New Zealand.

Our purpose: We teach English and support people to settle, work and succeed.

Our values:



Cultural and Language Assistant

Why I'm here: Cultural and Language Assistants (CLAs) use their cultural knowledge and language skills to assist the teacher to plan, prepare, and teach sessions to learners, assess learner progress, and administer the records required to meet the programme reporting requirements.

CLAs assist the learners and teacher to understand and bridge gaps in cultural understanding and language capability.

Reporting to: Centre Manager

Location: Regional Offices

Working with: Centre staff, volunteers, learners, national office team, community leaders, venue managers.

Last Review: September 2022

KEY ACCOUNTABILITIES	KEY OUTCOMES
1. Programme Delivery. <i>Assists the teacher as required with the preparation and teaching of lessons.</i>	<ul style="list-style-type: none"> • Supports the teacher in lesson planning, organisation and delivery according to the programme curriculum. • Supports the teacher with administration, reporting and assessments as needed e.g. photocopying & distributing resources, setting out and packing up the classroom etc.
2. Language Support <i>Provides explanation and support for learners, in English when necessary and in their first language when appropriate.</i>	<ul style="list-style-type: none"> • Uses language skills to translate in class when needed, verbally and in writing. • Learners have the understanding they need to participate fully in classroom activities. • Supports Teachers to get timely and meaningful feedback from learners.
3. Learning & Cultural Support <i>Assist the learners to gain appropriate skills and confidence in using classroom and learning routines.</i> <i>Grow understanding of cultural practices for learners and teachers.</i>	<ul style="list-style-type: none"> • Encourages and supports learners individually and in small groups to practise appropriate skills and participate in classroom activities. • Models appropriate skills and strategies for learners. • Supports learners to gain understanding of the classroom and cultural practices of the New Zealand learning environment. • Supports the teacher to gain understanding of the cultural practices of the learners and advise on correct protocol to promote harmony and minimise misunderstandings in the classroom.
4. Communication and collaboration: <i>Harmonious and positive relationships developed and</i>	<ul style="list-style-type: none"> • Learns the names of learners and fosters positive relationships where all learners feel valued and appreciated. All learners' cultures are respected in the classroom.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p><i>maintained with colleagues and learners</i></p>	<ul style="list-style-type: none"> • Maintains regular and effective communication with the Playgroup Assistant, Teacher and Centre Manager through regular meetings. Learners and Teachers report satisfaction with the support received. • Keeps strictly confidential any personal information regarding the learners or their families which is learnt as part of the job. Any concerns should be shared with the Centre Manager in the first instance. • Supports the Centre Manager to promote the services of the centre in the ethnic communities of the CLA as needed.
<p>5. Evaluative Self-Assessment (ESA)</p> <p><i>Centre is supported to demonstrate its strengths and plans for improvement.</i></p>	<ul style="list-style-type: none"> • Assist as needed in the development of processes and systems that support the efficient and effective functioning of the centre and contribute to a culture of innovation and continuous improvement. • Observe ELPNZ Guiding Principles, Code of Conduct, policies and procedures.
<p>6. Professional Development</p> <p><i>Attend appropriate training, including preservice training, participation in teaching observations, and professional development opportunities annually.</i></p>	<ul style="list-style-type: none"> • Completes pre-service training in ESOL-Literacy for Cultural and Language Assistants • Completes regular performance appraisals with manager and Teaching Observations as needed. • Undertakes regular professional development in consultation with your manager, including attendance at ELPNZ trainings and meetings (where relevant).
<p>7. Health, Safety & Wellness</p> <p><i>Proactively engages and leads by example in all areas of health, safety and wellness of the organisation.</i></p>	<ul style="list-style-type: none"> • Comply with workplace safety management practices, policies and procedures to support a healthy, safe and well culture. • Learners are supported to evacuate/ participate in all drills. • Support teacher to communicate Emergency Procedures Briefing to learners at the start of each course. • Health and safety incidents are reported in a timely fashion and hazards are managed appropriately.

KEY COMPETENCIES	
Language & Cultural Skills	Uses first language and cultural understanding to assist learners in their own language to support their English Language learning needs.
Support skills	Is confident and well-prepared when providing CLA support. Makes effective use of visual aids and technology and is at ease while handling questions from learners. Promotes class participation. Is a good role model, self-directed, aspirational, and innovative.
Communication skills	Communicates openly and effectively with others, both orally and in writing. Listens to others' points of view and respects diversity. Demonstrates appropriate cross-cultural communication skills, showing sensitivity towards cultural differences.
Professionalism	Works consistently to deliver a high standard of work and treats others with respect. Takes ownership and is accountable for outcomes and activities. Ability to be resilient and to adapt and respond positively to change.

The qualities, skills and experience I need

Knowledge, Technical Skills and Experience:

Essential:

- Be from a similar background and share the same language as the learner group you are engaged to support
- Have accurate and fluent spoken English
- Have a good standard of literacy in your own language and English
- Have the respect of your own ethnic community and be involved and active in that community
- Be interested in and prepared to adapt to New Zealand teaching methods

Desirable:

- Have knowledge about refugee resettlement and refugee issues
- Have understanding about the Treaty of Waitangi and how it applies to migrants and refugees
- Experience in using Zoom or other online meeting tools.

Personal Qualities

- Honesty and integrity
- Cultural sensitivity and empathy
- High standard of professionalism
- Flexibility and adaptability
- Organised and attentive to detail
- Self-motivated and able to work to deadlines
- Dynamic and enthusiastic
- Ability to work under pressure, independently and as part of a team
- Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

Other Requirements

- Agreement to a police check.