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| Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay | POSITION TITLE | Registered Social Worker (Takawāenga) | | |
| | Group | Mental Health and Addictions Group. | DEPARTMENT | Community Mental Health & Addictions – South Team |
| | REPORTING TO (operationally) | Clinical Nurse Manager – CMHS | REPORTING TO (professionally) | Social Work Professional Leader |
| DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS | Mental Health and Addictions Directorate. Community Mental Health and Addictions South Nil direct reports | | | |
| PURPOSE OF THE POSITION | <ul style="list-style-type: none"> • A registered social worker (RSW) provides safe and clinically effective patients / clients/tangata whaiora assessment, intervention and advice, within a specific clinical area with a development of more in depth knowledge and skills. • To ensure and prioritise a focus on patient safety and quality relating to care and processes within Mental Health and Addictions services • Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. • To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. • The registered social worker will develop knowledge of community resources and systems and establish relationships and networks with community providers. The role requires an awareness of local and national policy and services for adults with moderate to severe mental health and addictions | | | |
| KEY DELIVERABLES | Clinical Practice- Te Mahi Haumanu <ul style="list-style-type: none"> • Takes professional and organisational responsibility for managing a caseload of patients/clients/tangata whaiora with increasing complexity and be able to independently adapt and make decisions regarding social work intervention. • Utilises information available to prioritise patients/clients/tangata whaiora accepted into the service. • Carries out comprehensive assessment with patients/clients/tangata whaiora and their whānau. This may include standardised and non-standardised assessments and clinical observations to assist in assessment and intervention planning. • Formulates and delivers individualised RSW intervention using comprehensive clinical reasoning skills and in depth knowledge of treatment approaches. This is in partnership with the patients/clients/tangata whaiora, their whānau and the clinical advice of the wider inter professional team (IPP) or multidisciplinary team (MDT). • Demonstrates effective communication and utilises relationship centred practice to establish a therapeutic relationship and develop agreed goals with the patients/clients/tangata whaiora, their whanau, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information. • Assesses the patient's understanding of assessment, interventions and goals and gain informed consent for intervention, taking into account those who lack capacity (e.g. those with cognitive difficulties). • Regularly reassesses and evaluates the patients/clients/tangata whaiora progress (as appropriate) against identified goals and adjust intervention as situations change. • Refers on to other services to work with the patients/clients/tangata whaiora towards achievement of longer term goals • Develops comprehensive discharge/transfer plans with the patients/clients/tangata whaiora and their whānau. • Carries out regular clinical risk assessments with patients/clients/tangata whaiora on own caseload and takes action to effectively manage identified risks, seeking support where appropriate. This will include assessing, advising and supporting colleagues to address harm to self and/or others, elder abuse and neglect, family violence, child abuse, neglect and vulnerable adults. • Demonstrates a good foundation knowledge, acts as a resource and provides advice and support to colleagues with applications of statutory requirements related to Protection of Personal and Property Rights Act (PPPR) / Enduring Powers of Attorney (EPA), Mental Health(Compulsory Assessment and Treatment) Act 1992(MH Act), family violence intervention and child protection. • Demonstrates a good foundation knowledge of and provides advice, coaching and support to patients / clients/tangata whaiora and their whanau regarding statutory requirements related to Protection of Personal and Property Rights Act (PPPR) / Enduring Powers of Attorney (EPA), Mental Health(Compulsory Assessment and Treatment) Act 1992(MH Act), family violence intervention and child protection as required. • Provides advice, teaching and coaching to patients/clients/tangata whaiora, their whānau and other professionals to promote consistency of support being offered. | | | |

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| | <ul style="list-style-type: none">• Demonstrates an awareness of health inequities, with evidence of implementing actions within own clinical practice towards reducing these for the patients/clients/tangata whaiora, and their whānau.• Demonstrates provision of culturally safe practice and a confident approach to partnership, protection and participation with patients/clients/tangata whaiora and their whānau.• Represents the service and/or individual patients/clients/tangata whaiora at clinical meetings and case conferences to ensure the delivery of an integrated approach to intervention and to ensure social work is integrated into the overall intervention (where appropriate) including discharge planning.• Completes documentation consistent with legal, professional and organisational requirements.• Adheres to applicable recognised evidence based research and best practice for registered social workers and any relevant clinical policies and practice guidelines.• Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.• Identifies unmet needs of patients/clients/tangata whaiora and their whānau and identifies potential solutions to address these needs.• Demonstrates an understanding of the roles and contributions of the interprofessional team (IPP) and multidisciplinary team (MDT).• Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patients/clients/tangata whaiora care and maintaining service delivery. |
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| KEY DELIVERABLES | <p>Teaching & Learning - Ako Atū, Ako Mai</p> <ul style="list-style-type: none"> • Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements. • Contributes to training within the team/service. • Supervises, coaches, educates and assesses the performance of social work students. • Provides interprofessional education in direct clinical area, or discipline specific teaching across teams and services. • Demonstrates the ability to critically evaluate research and apply to practice. • Maintains an awareness of current evidence based practice developments in the clinical areas being worked in and make recommendations and implements changes in practice. • Involved in the induction and training of newly appointed staff as required. • Completes mandatory training as applicable for the role. • Participates positively in an annual performance review and associated clinical assurance activities. • Participates in regular professional supervision in line with the organisations requirements and professional body. • Provides mentoring and clinical support and/or professional supervision where required. • Role models Hawke’s Bay Sector values and behaviours. | |
| KEY DELIVERABLES | <p>Leadership & Management - Te Ārahi me te Whakahaere</p> <ul style="list-style-type: none"> • Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested. • Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested. • Directs and delegates work to allied health assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication is carried out. | |
| KEY DELIVERABLES | <p>Service Improvement & Research - Te Whakapai Ratonga me te Rangahau</p> <ul style="list-style-type: none"> • Broadens research and development skills through participation in local audit and research projects as identified by colleagues, professional leaders or Advanced or Expert AH professionals. • Participates and leads quality improvement activities to develop and improve service delivery, clinical practice or professional standards. • Develops and/or participates in regional and national professional networks as appropriate to area of work. • Establishes working partnerships with external organisations to promote integrated working. • Contributes to annual planning process, including identifying gaps in service and participating in work activities that may result from the planning process. • Practises in a way that utilises resources (including staffing) in the most cost effective manner • Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children’s Act 2014, Privacy Act, ACC service specifications etc.) | |
| HEALTH & SAFETY RESPONSIBILITIES | <p>Te Whatu Ora Te Matau a Māui Hawkes Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p> | |
| KEY WORKING RELATIONSHIPS | <p>INTERNAL</p> <ul style="list-style-type: none"> • Allied Health Professionals, Professional Leader & Director of Allied Health • Te Wāhanga Hauora Māori • Other teams relevant to supporting the Tangata Whaiora and whānau journey • Older Person’s Mental Health Team • Clinical Nurse Manager • Social Work Professional Advisor and Social colleagues across directorates • NASC Hawke’s Bay | <p>EXTERNAL</p> <ul style="list-style-type: none"> • Client /patient/ tangata whaiora and their whānau • Community Services and Agencies • All other Health Providers, including PHO, GPs • Residential care facilities • Community support groups e.g. Dementia Hawkes Bay, Stroke Foundation • NGO’s e.g. iwi organisations • Aged Concern • Elder Abuse and Neglect Coordinator |

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| | <ul style="list-style-type: none"> • Mental Health Services | |
| DELEGATION AND DECISION | <ul style="list-style-type: none"> • Directs and delegates work to allied health assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication is carried out. | |
| HOURS OF WORK | 64 per fortnight | |
| EMPLOYMENT AGREEMENT & SALARY | In accordance with Public, Allied and Technical Health Employee’s Multi Employer Collective Agreement (MECA) according to qualifications and experience pro-rated for hours worked. Step 2-7 | |
| DATE | January 2024 | |
| EXPENDITURE & BUDGET ACCOUNTABILITY | N/A | |
| SCOPE & COMPLEXITY | <ul style="list-style-type: none"> • Ensure smooth and effective pathway for tamariki/rangatahi/whānau/kaumātua/kuia referred to the service to ensure barriers to services are reduced • Competent engaging and addressing cultural needs of the consumer and whānau • A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi • Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways • Able to solve routine problems and initiate seeking assistance to solve complex issues as they arise. • Working in a busy environment requiring robust organisation skills, time management and efficient communication skills. • Works within a specific clinical area as part of a multidisciplinary team. | |

Our shared values and behaviours



HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

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| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

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| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

TAUWHIRO CARE *Delivering high quality care to patients and consumers*

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| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

ESSENTIAL CRITERIA

Qualifications

- Bachelor of Social Work Degree (or higher) recognised by New Zealand Social Work Registration Board.
- New Zealand Registered Social Worker with current annual practising certificate (APC).

Experience

- Minimum of 2-5 years clinical practice.
- Clinical experience applicable to role.

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.

Key Attributes

- Effective communication skills
- Ability to build rapport and constructive and effective relationships
- Positive attitude with problem solving focus
- Ability to contribute positively to the interprofessional/multidisciplinary team.
- Self-motivated in developing clinical and professional practice.
- Focus on delivering high quality intervention for the client/patient and whānau.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/families/tangata whaiora/whanau) and staff
- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

Te Whatu Ora Te Matau a Māui Hawkes Bay is a fair and equitable employer. As per Te Whatu Ora Te Matau a Māui Hawkes Bay commitment to the National Disability Strategy it will ensure the ongoing support, guidance and tools are provided to support people with disabilities within the workplace.

As per clinical roles in the Te Whatu Ora Te Matau a Māui Hawkes Bay Physical Requirements and Vaccination Status Guidelines May 2019

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination

DESIRABLE CRITERIA

- Member of Aotearoa New Zealand Association of Social Workers - Professional Association
- Previous experience working in the area of health
- Ability to work with people from a wide range of backgrounds
- Knowledge of community agencies/resources/networks working in Health and Social Services