

Position holder (title)	Registered Social Worker Pāpori Kamahi
Reports to (title)	Operationally reports to: Social Work Team Leader Professionally reports to: Social Work Professional Lead
Department / Service	Social Work Team - Older Persons, Options HB and Allied Health directorate
Purpose of the position	<ul style="list-style-type: none"> ▪ A Social worker provides safe and clinically effective patient / client/tangata whaiora and their whānau assessment and intervention, within a specific clinical area with a development of more in depth knowledge and skills. ▪ To ensure and prioritise a focus on patient / client/tangata whaiora and their whānau safety and quality relating to care and processes within the Inpatients Social Work Team. ▪ Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. ▪ To recognise, participate and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours.

Working Relationships

Internal	External
<ul style="list-style-type: none"> ▪ Allied Health Professionals, Professional Advisor & Director of Allied Health ▪ Te Wāhanga Hauora Māori HBDHB ▪ Other teams relevant to supporting the Tangata Whaiora and whānau journey. ▪ Service Manager ▪ Social Work Team Leader ▪ Clinical Nurse Managers ▪ Social Work Team ▪ Multidisciplinary team (Registered Nurses, Psychologists, Physiotherapists, Occupational Therapists, Speech Language Therapy, Medical Team etc) ▪ Community Allied Health Team ▪ District Nursing ▪ Maori Health Unit ▪ Social work supervisor ▪ Family Violence Intervention and Child Protection Coordinators ▪ CFYS Hospital Liaison Social Worker ▪ NASC Teams 	<ul style="list-style-type: none"> ▪ Client/tangata whaiora and their whānau ▪ Community Services and Agencies ▪ All other Health Providers, including PHOs, GPs ▪ ACC ▪ MSD – WINZ/HNZ ▪ Napier and Hastings District Councils ▪ Advocacy Services ▪ Support groups/NGO's working in Health. Iwi organisations – Te Taiwhenua O Heretaunga, Te Kupenga O Hauora, Choices etc ▪ Oranga Tamariki

Dimensions

<p>Challenges & Problem solving</p>	<p>This Clinical RSW role involves working in a multidisciplinary team on the Inpatient wards of the Hospital and providing support and cover to other areas of the hospital as required. While being based on the Hospital wards You will be part of the wider Social Work Team and report to the Social Work Team Leader.</p> <p>Health RSW assist people to find their own solutions to emotional and practical challenges arising from illness, disability, behavioural difficulties and mental health concerns.</p> <p>The RSW provides high quality Social Work support to patients and their family/whanau. They are an integral part of the Health Team in providing good health outcomes.</p> <p>RSW have a strong focus on promoting independence and empowering people to make their own informed decisions. Throughout this process people are encouraged to take personal responsibility for their health. RSW provide assessment, counselling, support and advocacy, provide information, education and liaise with other Health professionals and support services. RSW are involved in discharge planning from hospital based services, liaising with and referring to community supports where appropriate. RSW work with the person and their family/whanau to reduce social isolation and maintain the health of individuals, families, groups and communities through developing social relationships and strengthening social networks.</p> <ul style="list-style-type: none"> ▪ <i>Ensure smooth and effective pathway for tamariki / rangatahi / whānau /kaumatau/kuia referred to the service to ensure barriers to services are reduced</i> ▪ <i>Competent engaging and addressing cultural needs of the Consumer and whānau</i> ▪ <i>A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi</i> ▪ <i>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</i> ▪ <i>Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways.</i>
<p>Delegations & Decision</p>	<p>None</p>
<p>Other Indicators</p>	<p>Not applicable</p>

Our shared values and behaviours



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

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

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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

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

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

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

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

www.ourhealthhb.nz



Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay
Rāranga te tira **He kauanuanu**

Tauwhiro

Ākina

Clinical practice - Te Mahi Haumanu

Deliverables/Outcomes

- Takes professional, statutory 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 to enable appropriate allocation of referrals and workload balance across the team. Demonstrates ability to organise workload and accept responsibilities for clinical outcomes and outputs.
- Carries out comprehensive assessment with patients / clients/tangata whaiora and their whānau this may include use of standardised, non-standardised assessments and observations to assist in assessment and intervention planning.
- Formulates and delivers individualised social work intervention using comprehensive clinical reasoning skills and in depth knowledge of treatment approaches. This is in partnership with the patients / clients/tangata whaiora and their whānau and the clinical advice of the wider inter professional (IPP) and /or multidisciplinary (MDT) team.
- Utilises relationship centred practice and demonstrates effective communication, to establish a therapeutic relationship and focus on the agreed goals with patients / clients/tangata whaiora, their whānau and the interprofessional (IPP) and multidisciplinary (MDT) team, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information.
- Takes into account the impacts of cognitive and mental health on the ability to gain informed consent for intervention.
- Regularly reassesses and evaluates the patients / clients/tangata whaiora performance and progress against agreed goals and adjusts intervention as situations change.
- Develops comprehensive discharge / transfer plans with patients / clients/tangata whaiora and their whānau.
- Carries out clinical risk assessments for clients/tangata whaiora and their whānau on caseload and takes action to effectively manage and mitigate 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.
- Acts as a resource and provides advice for colleagues and supports relevant applications of statutory requirements related to PPPR/EPOA, MH act, family violence and abuse.
- Navigating and using legislative frameworks related to family violence, care and protection of children and vulnerable adults/older people (including liaison with CYFS, and using EPOA/PPPR/MH Act)
- Demonstrates and appropriately responds bi-cultural treaty obligations to address inequalities and ensure equal or better outcomes taking into account impacts of deprivation and health and social inequalities.
- Demonstrates the ability to work across a diverse range of provision for culturally safe services appreciate and recognise impacts of culture on presentations and communication with clients/patients/tangata whaiora and their whānau.
- Able to demonstrate a good foundation of knowledge and understanding of the FVI and EAN processes within the HBDHB and the special role that RSW are identified as holding in this area. Is able to provide guidance, assistance and advice to other staff re: these processes. E.g. Screening for and following up concerns regarding suspected intimate partner abuse. Logging ROC's.
- Able to demonstrate a good foundation knowledge and understanding of PPP&R process within the HBDHB and the special role that RSW are identified as holding in this area. Is able to complete the PPP&R process and provide guidance, assistance and advise to families and other staff re: the process.
- Represents the service and / or individual clients/tangata whaiora and their whānau at clinical meetings and case conferences to ensure the delivery of a coordinated interprofessional service and to ensure social work is integrated into the overall intervention and is collaborative.
- Completes health record documentation consistent with legal, professional and organisational requirements within the working day.
- Recognises and implements to any applicable recognised evidence based practice for social work and any relevant research, clinical policies and practice guidelines.
- Engages teaching and coaching with patients / clients/tangata whaiora and their whānau and other professionals to promote health literacy ensuring engagement and understanding.
- 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 identifies potential solutions to address these needs.
- Demonstrates an understanding of the roles and contributions of the members of the interprofessional team.
- Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patients / clients/tangata whaiora and their whānau care and maintaining service delivery.

Teaching and Learning - Ako Atu, Ako Mai

- Maintains fitness to practice competency and annual practising certificate (APC) to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements.
- Leads and contributes to training within the team/service.
- Supervises, educates and assesses social work students.
- Provides mentoring, clinical support and professional supervision.
- Provides inter professional education in direct clinical area, or discipline specific teaching across teams.
- Demonstrates the ability to critically evaluate research and apply to practice.
- Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice.
- Involved in the induction and training of newly appointed staff role models Hawke's bay health sector values and behaviours
- Completes mandatory training as applicable for the role.
- Participates positively in an annual performance review and associated clinical assurance activities.
- Participates positively in professional supervision within with the organisations requirements and regulatory professional body.

Leadership and Management - Te Ārahi Me Te Whakahaere

- Leads and contributes to relevant department, clinical and team meetings, active in leading and facilitating such meetings.
- Assists positively and supports team leaders and professional leaders in clinical assurance activities of social work staff.
- Directs and delegates work to allied health assistants and support staff.

Service improvement and research - Te Whakapai Ratonga Me Te Rangahau

- Broadens research and development skills through participation in local audit and research projects as identified by team leaders, professional leaders or Advanced or Expert AH professionals.
- Leads and participates in quality improvement activities to develop and improve service delivery, clinical practice or professional standards. This may include care pathways / treatment protocols, standards of practice etc.
- Develops and /or participates in regional / sub regional 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.).

Occupational Health & Safety

Tasks (how it is achieved):

- Displays commitment through actively supporting all health and safety initiatives.
- Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.
- Ensures own and others safety at all times.
- Complies with policies, procedures and safe systems of work.
- Reports all incidents/accidents, including near misses in a timely fashion.
- Is involved in health and safety through participation and consultation.

How it will be measured (KPI):

- Evidence of participation in health and safety activities.
- Demonstrates support of staff/colleagues to maintain safe systems of work.
- Evidence of compliance with relevant health and safety policies, procedures and event reporting.

Customer Service	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Open and responsive to customer needs. ▪ Demonstrate an understanding of continuous quality improvement. 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Demonstrates a commitment to customer service and continuous quality improvement, through interaction with client/patient /clients and other customers. ▪ Identifies customer needs and offers ideas for quality improvement. ▪ Effective management of customers/situations.

Engaging Effectively With Māori	
<p>Tasks (how it is achieved):</p> <ul style="list-style-type: none"> ▪ Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori ▪ Is visible, welcoming and accessible to Māori consumers and their whānau ▪ Actively engages in respectful relationships with Māori consumers and whānau and the Māori community ▪ Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience ▪ Actively facilitates the participation of whānau in the care and support of their whānau member 	<p>How it will be measured (KPI):</p> <ul style="list-style-type: none"> ▪ Accelerated health outcomes for Maori ▪ Evidence of positive feedback from Māori consumers and whānau, and colleagues ▪ Evidence of collaborative relationships with Māori whānau and community/organisations ▪ Evidence of whānau participation in the care and support of their whānau member

Health and Safety Statement
<ul style="list-style-type: none"> ▪ Takes reasonable care of your own health and safety ▪ Ensures that your actions or omissions, do not adversely affect the health and safety of other persons ▪ Complies with reasonable instructions given by HBDHB ▪ Co-operates with health and safety policies or procedures

Essential and Desirable Criteria: Qualifications / Skills / Experience

Essential	
Engaging Effectively with Māori	<ul style="list-style-type: none"> ▪ Demonstrates the ability to engage effectively with Māori consumers (client/patient s/families/whanau). ▪ Demonstrates ability to apply the Treaty of Waitangi within the Service.
Qualifications (eg, tertiary, professional)	<ul style="list-style-type: none"> ▪ NZ Registered Social Worker with current annual practicing certificate (APC). ▪ Bachelor of Social Work Degree (or higher) recognised by New Zealand Social Work Registration Board.
Business / Technical Skills (e.g., computing, negotiating, leadership, project management)	<ul style="list-style-type: none"> ▪ Proven computer literacy. ▪ Commitment to quality and excellence. ▪ A high standard of interpersonal and written skills; including correspondence and report writing. ▪ Robustness, willingness and tolerance for change.
Experience (technical and behavioural)	<ul style="list-style-type: none"> ▪ Minimum of 2-5 years clinical practice. ▪ Clinical experience applicable to role. ▪ Focus on delivering high quality intervention for the client/patient and whānau. ▪ Self-motivated in developing clinical and professional practice. ▪ Clean current full New Zealand driver's licence with ability to drive a car. ▪ Proficiency in Microsoft Office, Word, Excel, Outlook, PowerPoint, Internet resources and e-mail. ▪ Ability to contribute positively to the interprofessional /multidisciplinary team. ▪ Excellent oral and written communication skills. ▪ Proven competence and ability in social work practice. ▪ Articulates clearly the social work role in health care. ▪ Sensitivity to cultural issues with an under-standing of the implications for service delivery. ▪ Commitment to empowering clients. ▪ Knowledge and understanding of Child Protection and Family Violence issues. ▪ Knowledge and understanding of PPP&R / EPA and Advance Care Planning ▪ Demonstrates organisation and time management skills. ▪ Ability to plan and implement changes, set priorities and monitor performance.
Desirable	
	<ul style="list-style-type: none"> ▪ Member of Aotearoa New Zealand Association of Social Workers - Professional Association (desirable). ▪ Understanding of long term health conditions and their impact. ▪ Relevant post graduate qualifications.

Recruitment Details

Position Title	Registered Social Worker
Hours of Work	80 per fortnight
Salary & Employment Agreement Coverage	In accordance with Allied, Public Health and Technical Multi Employer Collective Agreement (MECA) Step 3 \$60,846 to Step 7 \$77,953 gross per annum according to qualifications and experience.
Date	August 2019