

Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	POSITION TITLE	Violence Intervention Program Social Worker (Takawāenga)		
	DIRECTORATE	Specialist and Community Services Group	DEPARTMENT	Haumarū Whānau Women and Children ICT
	REPORTING TO (operationally)	Operational Manager – Women and Children	REPORTING TO (professionally)	Allied Health Director
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<p>This role covers the coordination of the Violence Intervention Program in Health New Zealand - Te Whatu Ora, Te Matau a Māui Hawke's Bay.</p> <p>Staff reporting - Nil</p>			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> To responsibly develop and maintain the Health NZ Hawke's Bay Violence Intervention Programmes (VIP) To act as an effective role model by demonstrating a high level of clinical competence in Intimate Partner Violence, Child Protection and Elder Abuse This role will have responsibility for providing clinical leadership, education and support across Health NZ Hawke's Bay services and assisting in developing the clinical capability of others. To support the Haumarū Whānau Team in the development of a coordinated response to social harms including child abuse/protection, family wellbeing and suicide prevention To ensure and prioritise a focus on patient safety and quality relating to care and processes within Haumarū Whānau Team. 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 resources and systems and establish relationships and networks with hospital and community providers 			
	Leadership & Management - Te Ārahi me te Whakahaere			
	<ul style="list-style-type: none"> Actively lead the VIP within Health NZ Hawke's Bay and demonstrate the role the health sector has in addressing violence. Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested. Lead the development, implementation and review of the Health NZ Hawke's Bay Child Abuse Management Policy, lead and ensure reviews of the Shaken Baby Prevention Policy, lead and ensure reviews of Child Protection Alert Management Policy. Collaborate with People & Culture to develop a policy regarding services for Health NZ Hawke's Bay staff in relation to family violence. Ensuring Health NZ Hawke's Bay has a generic Child Abuse Management Policy that aligns with the MoH's Family Violence Intervention Guidelines, Child and Partner Abuse and integrates child and partner abuse intervention and this is reviewed and updated as required. Establishment of effective key relationships with internal and external stakeholders, including Māori and Pacific Services Contributing and supporting the implementation and integration of child protection and intimate partner violence within strategic development. Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested. Where appropriate, public attitudinal change campaigns instigated or supported in liaison/consultation with consultant staff and other agencies. Actively engaging in activities to keep informed of new initiatives in child protection (and VIP). Working collaboratively with the National VIP Manager and other Health NZ Hawke's Bay Violence Intervention Programme Coordinators. 			
KEY DELIVERABLES	Clinical Practice- Te Mahi Haumanu			
	<ul style="list-style-type: none"> Demonstration of the highest standard of clinical practice in intimate partner violence, child protection, and elder abuse. Utilises information available to prioritise workloads. Inform and empower health professionals to developing the clinical capability of others to ensure a coordinated response to social harms including child abuse/protection, family wellbeing and suicide prevention Acknowledge the person's / whānau inherent knowledge and experience. Assesses the client's understanding of assessment and gain informed consent. Complete a Needs Assessment which identifies the persons and their whanau needs using the prescribed assessment tool. Provide evidence-based health education and advice to the person and whānau to empower them to make health choices suitable to their needs. 			

- Ensures documentation is accurate and maintains privacy.
- Ensures Service coordination is flexible, easy to access and responsive to people and the community
- The Registered Social Worker will utilise their knowledge, skills and experience to:
- Provide coordination for people with identified needs, this may involve collaboration with multiple providers and or disciplines.
- Provide and discuss a range of options in partnership that aligns with the person's and their whānau goals.
- Manage available resources for allocation equitably and fiscally.
- Ensure decision making is transparent, equitable and fair for eligible people.
- Develop and implement a support / care plan that meets the identified needs of the person and their whānau.
- Ensure providers understand and implement service coordination information requirements.
- Document any outcomes that cannot be met, including gaps arising from the lack of acceptable service options and report these to your manager.
- 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.
- Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice towards reducing these for the patient/ 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.

KEY DELIVERABLES	Teaching & Learning - Ako Atu, Ako Mai <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. • Develops annual training plans that includes regular training delivered by multi-disciplinary and multi-agency teams • Ensure that all staff who work in designated services receive high quality education that allows safe and efficient child protection intervention practice • Ensure that training needs within services are planned in advance and in consultation with Clinical Nurse Managers, Clinical Nurse Specialists and Operation Managers • Ongoing education for staff on family violence intervention through core, refresher, advanced and peer-supported training. • Maintain and facilitate VIP training to Health NZ Hawke's Bay • Supervises, coaches, educates and assesses the performance of social work students as required. • 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 organisation's 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	Service Improvement & Research - Te Whakapai Ratonga me te Rangahau <ul style="list-style-type: none"> • Broadens research and development skills through participation in local audit and research projects as identified by colleagues or professional leaders. • Participates and leads quality improvement activities to develop and improve service delivery, clinical practice or professional standards. • Quality improvement activities for child abuse and neglect intervention will inform programme development, implementation and review. • 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>HBDHB 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	INTERNAL <ul style="list-style-type: none"> • Allied Health Professionals, • Haumarū Whānau Team • Te Wāhanga Hauora Māori Service • All Health New Zealand – Te Whatu Ora, Te Matau a Māui Hawke's Bay clinical leaders and staff • Other teams relevant to supporting the Tangata Whaiora and whānau journey 	EXTERNAL <ul style="list-style-type: none"> • Client / tangata whaiora and their whānau • Relevant Government Agencies, e.g., Oranga Tamariki, NZ Police, Ministry of Social Development • Whāngaia Nga Pa Harakeke • Iwi organisations – Te Taiwhenua O Heretaunga, Te Kupenga O Hauora, Choices etc. • Community services and NGOs in the whānau support and wellbeing sector. • All other health providers, including PHO, GPs

DELEGATION AND DECISION	<ul style="list-style-type: none"> • Makes decisions within Haumarū Whānau / VIP Plan to meet service requirements • Works autonomously with a high degree of independence within the unit to achieve the plans and problem solve complex issues as they arise. • Maintains relationships with internal and external partners.
HOURS OF WORK	80 hours per fortnight (1.0 FTE)
EMPLOYMENT AGREEMENT & SALARY	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective Agreement (MECA) steps 5 - 9 according to qualifications and experience pro-rated for hours worked.
DATE	March 2025
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> • Support VIP learning and practice of clinicians across Health New Zealand – Hawkes Bay services • Ensure smooth and effective pathways for wāhine/ tamariki / rangatahi / whānau / kaumata / kuia referred to the service to ensure barriers are reduced • Ensure engagement and addressing cultural needs of consumers and whānau are addressed • A strong emphasis on improving services and 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 • Works across numerous clinical areas throughout Health NZ Hawke's Bay in both urban and rural settings to ensure a consistent delivery of Haumarū Whānau team objectives. • Auditing and reporting as required by service, Health New Zealand and MoH

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

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 5 years clinical practice.
- 2 years clinical experience and advanced speciality knowledge relevant to role (family violence, child protection, suicide prevention and alcohol harm reduction)
- Focus on delivering high quality care for the patient/client/whānau
- Ability to contribute positively to the inter-professional /multidisciplinary team

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
- Experience in developing and delivering training to both small and large groups
- 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/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: -

As per clinical roles in the Hawkes Bay DHB 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

- Post graduate qualifications and education relevant to family harm, child protection, suicide prevention or alcohol harm
- Experience working in health services or a multi-disciplinary setting
- Experience of working in Kaupapa Māori services
- Understanding of health promotion and harm reduction
- Experience or understanding of brief psychological/talking therapies in harm reduction
- Project management skills