

## Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Social Worker – Community Mental Health & Addictions			
<b>Reports to</b>	(Operationally) Clinical Manager (Professionally) Professional lead			
<b>Location</b>	Te Matau a Māui – Hawke's Bay			
<b>Department</b>	Mental Health and Addictions – Wairoa			
<b>Direct Reports</b>	Nil		<b>Total FTE</b>	1
<b>Budget Size</b>	<b>Opex</b>	N/A	<b>Capex</b>	N/A
<b>Delegated Authority</b>			<b>Finance</b>	N/A
<b>Date</b>				
<b>Job band (indicative)</b>	In accordance with Public, Allied and Technical Health Employee's Multi Employer Collective per annum according to qualifications and relevant experience pro-rated for hours worked.			

The Health System in Aotearoa is entering a period of transformation as we implement the Healthy Futures/Pae Ora vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

### Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

A registered social worker (RSW) provides safe and clinically effective assessment, intervention and advice to patients / clients/tangata whaiora 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 community mental health.
- 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.
- To provide age appropriate mental health assessment & treatment interventions, plan and evaluate treatment & support recovery, utilising a client centred approach and in accordance with care plan.
- Provide day to day leadership, development and clinical guidance to entry level social work staff, and students in the area.
- Provide leadership and co-ordination to the area along with other experienced allied health staff.

Key Result Area	Expected Outcomes / Performance Indicators
<b>Clinical Practice</b>	<p>The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Utilises information available to prioritise patients / clients/tangata whaiora accepted into the service.</li> <li>• 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.</li> <li>• 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).</li> </ul>

- 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.
- Develops comprehensive discharge/transfer plans with the patients / clients/tangata whaiora and their whānau.
- Refers on to other services to work with the patients /clients/tangata whaiora towards achievement of longer-term goals
- 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 may 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 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.
- 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.

<b>Administrative tasks</b>	<ul style="list-style-type: none"> <li>Completes documentation consistent with legal, professional and organisational requirements.</li> </ul>
<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>Attends and contributes positively to relevant department, clinical and team meetings.</li> <li>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</li> </ul>
<b>Professional responsibility</b>	<ul style="list-style-type: none"> <li>Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements.</li> <li>Contributes to training within the team/service.</li> <li>Supervises, coaches, educates and assesses the performance of social work students.</li> <li>Provides interprofessional education in direct clinical area, or discipline specific teaching across teams and services.</li> <li>Demonstrates the ability to critically evaluate research and apply to practice.</li> <li>Maintains an awareness of current evidence based practice developments in the clinical areas being worked in and make recommendations and implements changes in practice.</li> <li>Involved in the induction and training of newly appointed staff as required.</li> <li>Completes mandatory training as applicable for the role.</li> <li>Participates positively in an annual performance review and associated clinical assurance activities.</li> <li>Participates in regular professional supervision in line with the organisations requirements and professional body.</li> <li>Provides mentoring and clinical support and / or professional supervision where required.</li> <li>Role models Hawke's Bay Sector values and behaviours.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision;</li> <li>Applies the notion of partnership and participation with Maori within the workplace and the wider community;</li> <li>Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved. Implements strategies that are responsive to the health needs of Maori.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>Commits to helping all people achieve equitable health outcomes.</li> <li>Demonstrates awareness of colonisation and power relationships.</li> <li>Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>Shows a willingness to personally take a stand for equity.</li> <li>Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participates and leads quality improvement activities to develop and improve service delivery, clinical practice or professional standards.</li> <li>• Develops and /or participates in regional and national professional networks as appropriate to area of work.</li> <li>• Establishes working partnerships with external organisations to promote integrated working.</li> <li>• Contributes to annual planning process, including identifying gaps in service and participating in work activities that may result from the planning process.</li> <li>• Practises in a way that utilises resources (including staffing) in the most cost effective manner</li> <li>• 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.)</li> </ul>
<b>Health &amp; safety</b>	<p>Te Matua a Maui Hawkes Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>

## Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Client /patient/ tangata whaiora and their whānau</li> <li>• Community Services and Agencies</li> <li>• All other Health Providers, including PHO, GPs</li> <li>• Emergency Services (Police, Ambulance, Fire)</li> <li>• Non-Governmental organisations</li> <li>• Rural Health Centres</li> <li>• National Specialty Groups</li> <li>• Education/training facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Allied Health Professionals, Professional Leader &amp; Director of Allied Health</li> <li>• Te Wāhanga Hauora Māori</li> <li>• Other teams relevant to supporting the Tangata Whaiora and whānau journey</li> <li>• Mental Health and Addiction services</li> </ul>

## About you – to succeed in this role

### You will have

#### Essential: 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

- Extensive experience in addictions and mental health fields (ideally 5+ years)
- 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.

**Desired:**

- Member of Aotearoa New Zealand Association of Social Workers - Professional Association
- A duty authorised officer (DAO), or be willing to train as such
- Counselling skills and/or experience
- Experience in assessment and treatment for substance use disorders
- DAPAANZ registration
- Community Mental Health experience
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.

**You will be able to**

**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/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



*This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.*

From time to time as part of Variance Response you may be required to work in other areas.

## Our shared values and behaviours



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

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

### 2 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

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

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

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

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

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

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