	POSITION TITLE	Registered Social Worker (Takawāenga)		
Te Whatu Ora Health New Zealand Te Matau a Māui Hawke's Bay	Group	Mental Health and Addictions Directorate.	DEPARTMENT	Community Mental Health & Addictions – North Team (Wairoa)
	REPORTING TO (operationally)	Clinical Manager North	REPORTING TO (professionally)	Social Work Professional Leader
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	Mental Health and Addictions Directorate. Community Mental Health and Addictions North (Wairoa)  Nil direct reports			
PURPOSE OF THE POSITION	<ul> <li>A registered social worker (RSW) provides safe and clinically effective assessment, intervention and advice, to patients / clients / tangata whaiora, within a specific clinical area</li> <li>To ensure and prioritise a focus on patient safety and quality relating to care and processes within Mental Health and Addictions services</li> <li>Delivery of organisational KPI's (key performance indicators) including relevant MOH target, financial budgets and service plans.</li> <li>To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours.</li> <li>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</li> </ul>			
KEY DELIVERABLES	Clinical Practice- Te Mahi Haumanu  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 mulitidisciplinary 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 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 found			

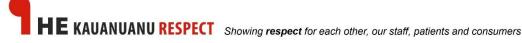
- Demonstrates an awareness of health inequities, with evidence of implementing actions within own clinical practice towards reducing these for the patients/clients/tangata whaiora, and their whānau.
- Demonstrates provision of culturally safe practice and a confident approach to partnership, protection 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.

#### Teaching & Learning - Ako Atu, Ako Mai 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 KEY DELIVERABLES 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. Leadership & Management - Te Ārahi me te Whakahaere 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 **KEY DELIVERABLES** 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. Service Improvement & Research - Te Whakapai Ratonga me te Rangahau 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 **KEY DELIVERABLES** 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, ACC service specifications etc.) Te Whatu Ora - Hawke's Bay is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are: Not to do anything that puts your own H&S at risk **HEALTH & SAFETY** Not to do anything that puts others H&S at risk **RESPONSIBILITIES** To follow all health and safety policies and procedures To follow all reasonable health and safety instructions (You have the right to cease work if you believe that you, or others, are at risk of serious harm). INTERNAL **EXTERNAL** Allied Health Professionals. Professional Client /patient/ tangata whaiora and their whānau Leader & Director of Allied Health Community Services and Agencies Te Wāhanga Hauora Māori Te Whatu Ora -All other Health Providers, including PHO, GPs Hawke's Bay Residential care facilities **KEY WORKING** Other teams relevant to supporting the Community support groups e.g. Dementia Hawkes **RELATIONSHIPS** Tangata Whaiora and whānau journey Bay, Stroke Foundation Older Person's Mental Health Team NGO's e.g. iwi organisations Clinical Nurse Manager Aged Concern Social Work Professional Advisor and Social Elder Abuse and Neglect Coordinator colleagues across directorates

	<ul> <li>NASC Hawke's Bay</li> <li>Mental Health Services</li> </ul>			
DELEGATION AND DECISION	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.			
DATE	2023			
EXPENDITURE & BUDGET ACCOUNTABILITY	N/A			
SCOPE & COMPLEXITY	<ul> <li>Ensure smooth and effective pathway for tamariki/rangatahi/whānau/kaumātua/kuia referred to the service to ensure barriers to services are reduced</li> <li>Competent engaging and addressing cultural needs of the consumer and whānau</li> <li>A strong emphasis on improving services &amp; reducing inequities for Māori whānau, hapū and iwi</li> <li>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</li> <li>Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways</li> <li>Able to solve routine problems and initiate seeking assistance to solve complex issues as they arise.</li> <li>Working in a busy environment requiring robust organisation skills, time management and efficient communication skills.</li> <li>Works within a specific clinical area as part of a multidisciplinary team.</li> </ul>			

# **Our shared values** and behaviours





Welcoming

Respectful

Kind

Helpful

- ✓ Is polite, welcoming, friendly, smiles, introduce self
- Acknowledges people, makes eye contact, smiles
- ✓ Values people as individuals; is culturally aware / safe
- Respects and protects privacy and dignity
- Shows kindness, empathy and compassion for others
- Enhances peoples mana
- Attentive to people's needs, will go the extra mile
- Reliable, keeps their promises; advocates for others
- x Is closed, cold, makes people feel a nuisance
- Ignore people, doesn't look up, rolls their eyes
- Lacks respect or discriminates against people
- Lacks privacy, gossips, talks behind other people's backs
- Is rude, aggressive, shouts, snaps, intimidates, bullies
- Is abrupt, belittling, or creates stress and anxiety
- Unhelpful, begrudging, lazy, 'not my job' attitude
- Doesn't keep promises, unresponsive

## A KINA IMPROVEMENT

Continuous improvement in everything we do

**Positive** 

Learning

**Innovating** 

**Appreciative** 

- Has a positive attitude, optimistic, happy
- Encourages and enables others; looks for solutions
- Always learning and developing themselves or others
- Seeks out training and development; 'growth mindset'
- Always looking for better ways to do things Is curious and courageous, embracing change
- Shares and celebrates success and achievements
- Says 'thank you', recognises people's contributions
- Grumpy, moaning, moody, has a negative attitude
- Complains but doesn't act to change things
- Not interested in learning or development; apathy
- "Fixed mindset, 'that's just how I am', OK with just OK
- Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done
- Nit picks, criticises, undermines or passes blame
- Makes people feel undervalued or inadequate

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

Listens

- Listens to people, hears and values their views
- ✓ Takes time to answer questions and to clarify

- Communicates 

  Explains clearly in ways people can understand Shares information, is open, honest and transparent Involves colleagues, partners, patients and whanau
  - Trusts people; helps people play an active part
- **Involves Connects**
- Pro-actively joins up services, teams, communities
- Builds understanding and teamwork

- 'Tells', dictates to others and dismisses their views
- Judgmental, assumes, ignores people's views
- Uses language / jargon people don't understand
- Leaves people in the dark
- Excludes people, withholds info, micromanages
- Makes people feel excluded or isolated
- Promotes or maintains silo-working
- 'Us and them' attitude, shows favouritism

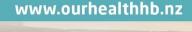
TAUWHIRO CARE Delivering high quality care to patients and consumers

**Professional** 

✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable

Safe

- Consistently follows agreed safe practice
- **Efficient**
- Knows the safest care is supporting people to stay well
- Speaks up
- Makes best use of resources and time Respects the value of other people's time, prompt
- Seeks out, welcomes and give feedback to others
- Speaks up whenever they have a concern
- Rushes, 'too busy', looks / sounds unprofessional
- Unrealistic expectations, takes on too much
- Inconsistent practice, slow to follow latest evidence
- Not thinking about health of our whole community
- Not interested in effective user of resources
- Keeps people waiting unnecessarily, often late
- 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 - Hawke's Bay is a fair and equitable employer. As per Te Whatu Ora - Hawke's 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 Te Whatu Ora - Hawke's 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