

Job Description

Social Worker

Social Work Department

Position Title:	Social Worker
Organisation Unit:	Social Work Department
Location:	Whangarei Hospital, Te Whatu Ora – Health New Zealand
Responsible to:	Clinical Team Lead, Social Work, Te Whatu Ora
Primary Functions of the Position:	<ul style="list-style-type: none"> To provide specialist social assessments and planned social work intervention To be an effective member of a multi-disciplinary team process that focusses on meeting quality outcomes for clients

Functional Relationships

The Social Worker will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> Clinical Team Lead, Social Work Professional Lead, Social Work Social Workers throughout Te Whatu Ora Te Tai Tokerau Medical and Nursing teams Te Poutokomanawa Maori Health Directorate, in particular Takawaenga and Kaiawhina Service Allied Health professions e.g. Needs Assessment Services, Physiotherapists, Occupational Therapists, Dieticians Clinical Nurse Managers NTA coordinators Mental Health and Addiction services 	<ul style="list-style-type: none"> Clients, their whanau, and significant others Voluntary agencies Iwi providers NGOs (e.g. Hospice, Cancer Society, Age Concern, Jigsaw) Northable Matapuna Hauora Disability Support Services Statutory including Work and Income, Kainga Ora, Police, Oranga Tamariki, Ministry for Social Development, ACC Other health services including primary care Rest home staff

Key Responsibilities and Expected Outcomes

Te Whatu Ora - Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
Tāngata i te tuatahi People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us and treat all with dignity and compassion
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely, and with respect to promoting clear understanding and aroha
Te Hiranga Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Social Worker encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Quality Health Social Work including clear communication and teamwork
- Professional Standards/Professional Development
- Contribution to Continuous Quality Improvement
- Child Protection, Family Violence, and Elder Abuse
- Privacy & Confidentiality
- Health and Safety compliance

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<p>Te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> • Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Enrol on and participate in Te Whatu Ora Te Tai Tokerau trainings - Honouring Te Tiriti, Engaging with Maori and the Journey Into Te Reo
<p>Effectively uses social work processes to ensure quality health social work is provided</p>	<p>In conjunction with the Clinical Nurse Managers and the MDT, ensures the provision of a skilled psychosocial multi-level analysis for clients and whanau within the allocated area of responsibility.</p> <ul style="list-style-type: none"> • Provide quality psychosocial assessments for clients identified by the service • Respond in a timely manner to urgent referrals, demonstrating the ability to prioritise effectively • Collect and documents information systematically and comprehensively • Appropriately initiates, maintains, and terminates therapeutic relationships/partnerships • Coordinates family meetings and interagency meetings to further understand, assist and advocate for clients, their families/whanau when appropriate • Ensures the needs and view of the patient and their family/whanau are fully represented at MDT meetings • Arranges referrals to other services if short and/or longer-term follow up as required • Ensures effective time management, priority setting, coordination, and communication skills are practiced • Accidents, incidents, errors/omissions are acknowledged, reported, and documented promptly to the Clinical Team Lead, Social Work • Incorporates the cultural needs of Tangata Whenua and other ethnicities/diverse identities when delivering services, seeking out appropriate advice on cultural matters • Documentation within client records is maintained correctly • Identifies service gaps and develops strategies to address those gaps • Disseminates information about relevant Te Whatu Ora services to community agencies so that clear and consistent information about the services is available

Key Responsibility Area	Expected Outcomes
<p>Maintains professional practice standards and assumes responsibility for ongoing professional development</p>	<p>In consultation with the Clinical Team Lead and/or Professional Lead Social Work, knowledge and skill development is ongoing and in line with current trends</p> <ul style="list-style-type: none"> • Develops and maintains personal/professional practice in accordance with professional standards, legislative requirements, policies, and guidelines of Te Whatu Ora – Health NZ and the NZ Social Workers Registration Board • Attends social work supervision on a monthly basis • Organises for and attends a formal performance appraisal on an annual basis with Clinical Team Lead • Actively participates in social work activities, social work in-service trainings and meetings, and social work quality initiatives within Te Whatu Ora – Health NZ • Negotiates with Clinical Team Lead to attend appropriate education and training in line with identified learning needs • Demonstrates use of evidence-based practice • Works with and/or supervises social work students • Takes personal responsibility for maintaining continuing professional development log in line with SWRB APC requirements
<p>Contribute to Clinical & Social Work teams</p>	<p>Individual actions & contributions enhance the success of the Multi-disciplinary team “MDT”</p> <ul style="list-style-type: none"> • Participates in the development and delivery of culturally/professionally acceptable services to Te Whatu Ora Te Tai Tokerau clients and families/whanau • MDT approach is evident in the planning and coordination of services • Builds and maintains productive working relationships with social workers, nurses, medical clinicians, and other allied health professionals across all services within the Whangārei Hospital and across the rural hospitals as required • Maintains a current knowledge of relevant issues, trends and practices • Attends and contributes to referral and discharge meetings, in-service education, and quality improvement meetings • Participates in/or leads team de-briefing sessions as appropriate • Contributes to relevant student programmes including student placement, training, and supervision

Key Responsibility Area	Expected Outcomes
Quality Improvement	<p>Actively contributes to Continuous Quality Improvement</p> <ul style="list-style-type: none"> • Identifies opportunities to improve service delivery • Participates in the service’s quality improvement activities • Demonstrates awareness of customer service standards and is able to apply these in practice • Responds appropriately to customer complaints and shows a willingness to improve customer satisfaction • Ensures all documentation and processes are clear and meet legislative, Te Whatu Ora Te Tai Tokerau, and MOH requirements • Attends meetings that relate to the improvement of service quality, communication, and the care of clients within the allocated area of responsibility as required
Child Protection, Family Violence, Elder Abuse, and Neglect	<p>Complies with Te Whatu Ora – Te Tai Tokerau Health NZ policies and protocols for Child Protection, Family Harm and Elder Abuse and Neglect by:</p> <ul style="list-style-type: none"> • Attending in-house training regarding Child Protection, Family Violence, and Elder Abuse • Becoming familiar with Te Whatu Ora – Health NZ Policies of Child Protection, Family Violence, and Elder Abuse and is familiar with MOH guidelines regarding Child Protection, Family Violence, and Elder Abuse • Understands and uses Service protocols with respect to reporting Child Abuse, Family Violence, and Elder Abuse • Is familiar
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance with designated responsibilities detailed in Te Whatu Ora Health and Safety Policy and annual objectives • Promotes an environment of physical, occupational, cultural, ethical, and legal safety • Observes and promotes safe work practices, rules, and instructions relating to work, and be proactive in hazard management • Willingly co-operates in the achievement of all health and safety goals and initiatives by: Practices and observes safe work methods through; <ul style="list-style-type: none"> ○ The use of safety equipment; ○ Reporting unsafe conditions or equipment; and ○ Reporting and documenting all accidents or incidents
Privacy and Confidentiality	<ul style="list-style-type: none"> • Undertakes all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora • Completes mandatory induction training on Privacy responsibilities

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

Person Specification

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none">Recognised tertiary qualification in Social WorkCurrent registration with the New Zealand Social Workers Registration BoardCurrent New Zealand Driver's License	<ul style="list-style-type: none">Health Social Work ExperienceMember of ANZSAW or TWSWA

Experience

Essential	Desirable
<ul style="list-style-type: none">Experience working with individuals and families with diverse and often complex social needsProven ability to maintain professional standards and competenceDemonstrated experience in social work processes, theories, and conceptsRelevant social work experience that can be translated into an acute health settingDemonstrated experience working with MāoriUnderstanding of Tikanga and Te Reo Maori	<ul style="list-style-type: none">2 years of post-graduate experienceExperience working in a multi-disciplinary health setting with a diverse workforceAbility to move and quickly adapt to different areas and styles of working within an acute health environment

Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none">Te Tiriti o Waitangi and its application to the health settingPrivacy Act (1993) and Health Information Privacy Code (1994)The Social Workers Registration Act 2003The Code of Health & Disability Services Consumers' Rights	<ul style="list-style-type: none">Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)New Zealand Council of Healthcare Standards (1997)Oranga Tamariki Act 1989Family Violence Act 2018Health and Safety at Work Act 2015The Protection of Personal and Property Rights Act "PPPR" 1988Health and Safety at Work Act 2015Health Practitioners Competence Assurance Act 2003Residential Care and Disability Support Services Act 2018

Skills & Personal Attributes

Skills
<ul style="list-style-type: none">Ability to work effectively with a diverse workforce and members of the publicEffective communicator with a high level of interpersonal and negotiation skillsAbility to prioritise workload and deliver work in a timely manner across services

- Ability to understand and apply professional values and ethics in the workplace
- Ability to assess client's psycho-social needs and develop plans from this
- Ability to recognise personal limitations and to take appropriate remedial action or seek assistance
- Demonstrated experience working with Maori
- Experience working with ethnically diverse populations
- Understands how social workers may address health inequities
- Ability to effectively provide Social Work focussed education to Te Whatu Ora staff as/when required
- Practice effective time management with demonstrated ability to prioritise work loads

- Personal Attributes**
- Learns quickly and adapts to changing environments, processes, and styles of working
 - Drive, initiative, and enthusiasm
 - Is able to work autonomously and harmoniously with members of MDT across services
 - Demonstrates allegiance to and support of social work professional values, ethics, and fellow social workers
 - Commitment to teamwork and professional development
 - Demonstrates the desire to upgrade skills and to learn from experienced staff/others

Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make toward achieving the team's objectives and measures. Key result areas will be developed and agreed upon at this time.

Authorised by: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of employee: _____

Date: _____

