

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Social Worker		
Reports to	Service Manager/ Senior Social Worker		
Location	Lakes District Hospital Queenstown NZ		
Department	Allied Health		
Direct Reports	0	Total FTE	0.8
Budget Size	Opex	0	Capex
Delegated Authority	HR	0	Finance
Date	February 2023		
Job band (indicative)	Level 6 or above		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures 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 (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Social Worker

About the role

The Rural Health Social Work role at Lakes District Hospital encompasses General Inpatient, ED, Maternity, Outpatients and Community including ACC / MSD / NASCs, and is an all age service currently managed by one FTE. The role has grown over the past two years with a continually expanding population with more complex health factors including wide ranging social issues. There is also a better awareness of Health Social Work overall which leads to more Community referrals. Social Work is integral to the MDT processes across Secondary and Primary Health sectors and as an Interagency approach across the broad spectrum of Community Services when working alongside clients.

The role is very busy and varied day to day with a need to understand health related issues and simply convey in client discussions to support health care planning. The ability to flex and adapt is essential to support the needs of Inpatient Services for patient journey and bed flow management for timely discharge planning and access to relevant community services. Similarly, all new community referrals are reviewed and re-prioritised, as necessary until a Psychosocial Assessment occurs and a plan developed.

This new Social Work role is an exciting opportunity to experience Rural Health with colleagues who are dedicated to the Wakatipu Basin community and advocate for clients to have easier access to Tertiary Health in Southland and Dunedin.

Purpose of the role:

- To provide social work services to patients and their whanau of Te Whatu Ora- Southern by
 - Undertaking social worker assessments, interventions and evaluations
 - Working with the MDT ensure safe discharge
 - Protecting vulnerable patients from harm as a result of abuse and neglect

Key Result Area	Expected Outcomes / Performance Indicators – All Te Whatu Ora Leaders
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership
Equity	<ul style="list-style-type: none"> Commits to helping all people achieve equitable health outcomes Demonstrates awareness of colonisation and power relationships 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 Willingness to personally take a stand for equity Supports Māori-led and Pacific-led responses
Culture and People Leadership	<ul style="list-style-type: none"> Lead, nurture and develop our team to make them feel valued Prioritise developing individuals and the team so Te Whatu Ora has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others Provides leadership that shows commitment, urgency and is visibly open, clear and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally Implement and maintain People & Culture strategies and processes that support provide an environment where employee experience, development and performance management drive achievement of the organisation's strategic and business goals Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo (the Health Charter, once developed), ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened
Innovation & Improvement	<ul style="list-style-type: none"> Be open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table Model an agile approach –tries new approaches, learns quickly, adapts fast Develops and maintains appropriate external networks to support current knowledge of leading practices
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same Work with peers in Te Aka Whai Ora Māori Health Authority and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services

Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives Taking all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture
Compliance and Risk	<ul style="list-style-type: none"> Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware

PILLARS OF PRACTICE: As an Allied Health Professional you have opportunities for progression within the Te Waipounamu Allied and Public Health Career Framework / Te Anga Mahi Hauora Haumime Hauora-a-iwi. Your Te Whatu Ora Southern pillars of professional practice are described below. Figure 1 indicates the different amounts of time and focus are spent on the four pillars.

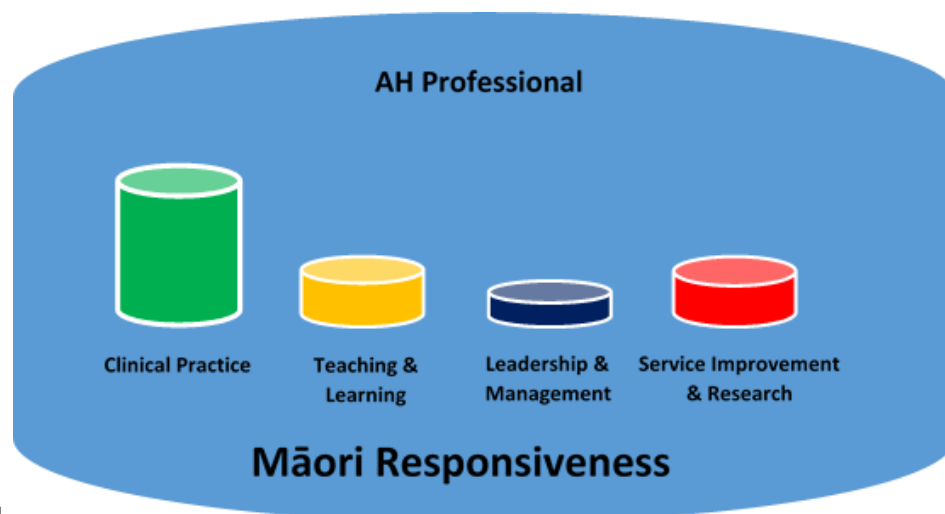


Figure 1.

KEY RESULT AREAS

Clinical Practice/ Te Mahi Haumanu	
<p>Legislative requirements</p> <ul style="list-style-type: none"> • Practise in accordance with relevant legislation, codes, policies etc. and upholds consumer rights • Uphold professional code of ethics <p>Assessments and interventions (if appropriate to profession)</p> <ul style="list-style-type: none"> • Undertake accurate and comprehensive assessments and evaluations • Plan and implement appropriate interventions • Provide relevant education - including any relevant alternative options - in a format that can be clearly understood • Collaborate with patients-populations to set realistic, person-centred outcomes <p>Evidence-based practice and research</p> <ul style="list-style-type: none"> • Consistently refer to and relate practice to literature and research • Critique, discuss and disseminate evidence based best practice • Reflect on and evaluate the effectiveness of own practice <p>Documentation</p> <ul style="list-style-type: none"> • Maintain confidentiality of patient information and documentation • Adhere to Southern DHB's documentation standards 	<ul style="list-style-type: none"> • You adhere to professional and legislative standards of practice • You work according to the scope of your Annual Practising Certificate • Your interventions are realistic and based on best practice • You use standard measurement tools and equipment as set down by departmental or professional protocols • Your documentation is timely, clear, concise and accurate • You assist others to gain appropriate support and representation which reflects their cultural needs and preferences. • You implement evidence-based best practice procedures and guidelines • You update your knowledge related to best practice guidelines and area of practice • You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements)
Teaching & Learning // Ako Atu, Ako Mai	
<p>Of Self</p> <ul style="list-style-type: none"> • Develop both personally and professionally to meet the changing needs of your career and profession • Reflect on and evaluate the effectiveness of own practice • Develop and maintain professional competency • Appraisal, peer review, observed practice or other professional audits as applicable <p>Of Others</p> <p>Contribute to the support and education of colleagues and students to enhance development of the profession</p> <ul style="list-style-type: none"> • Consistently refer to and relate practice to literature and research • Critique, discuss and disseminate evidence based best practice 	<ul style="list-style-type: none"> • You have formal and informal systems in place for supporting colleagues • You maintain supervision records for students • You implement evidence-based best practice procedures and guidelines • You update your knowledge related to best practice guidelines and area of practice • You maintain a professional portfolio or participate in an approved CPD programme (as per professional requirements) • You hold current registration where applicable or as required • You maintain an up-to-date professional development plan

<ul style="list-style-type: none"> • Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams. • Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice. • Be involved in the induction and training of newly appointed staff as required. • Provides mentoring and clinical support and / or professional supervision where required. 	
Leadership and Management/ Te Ārahi me te Whakahaere	
<ul style="list-style-type: none"> • Participate in and contribute to the functioning of the interprofessional team • Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested • Establish and maintain an effective working relationship with other staff <p>Time management</p> <ul style="list-style-type: none"> • Manage own time adopting a disciplined approach to establishing and following identified role-related priorities <p>Skill Sharing</p> <ul style="list-style-type: none"> • Share skills (as appropriate) with other health professionals and unregulated (assistant) workforces to enhance person centred outcomes 	<ul style="list-style-type: none"> • You have formal and informal systems in place for supporting colleagues • You maintain supervision records for students • You participate as a team member to ensure the best outcomes for patients/ people • Your tasks are scheduled and completed in a timely manner • You use recognised skill sharing processes such as the Calderdale framework to delegate parts of your practice to other team members
Service Improvement and 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 team leaders, professional leaders or other AH professionals. • 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. • Contributes to annual planning process, including identifying gaps in service and participating in work / projects that may result from the planning process. • Practises in a way that utilises resources in the most cost-effective manner, including inter-disciplinary and transdisciplinary practice 	<ul style="list-style-type: none"> • Active participation in department quality and service developments. • Establishes working partnerships with external organisations to promote integrated working • Participate in workforce redesign programmes e.g. Calderdale Framework
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness.

	<ul style="list-style-type: none"> You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annually with your manager. You actively seek feedback and accept constructive criticism.

Relationships

External	Internal
<ul style="list-style-type: none"> Community Social Providers Care Providers 	<ul style="list-style-type: none"> Senior Social Worker Service Manager/ General Manager/ Executive Director Social Work Professional Lead Allied Health Directors Lakes District Hospital Allied Health Team Charge Nurse Managers Lakes District Hospital Medical, nursing, maternity and administration teams

About you – to succeed in this role

You will have

Essential:

- Hold a professional social worker qualification (as per Social Worker Registration Board schedules for registration eligibility i.e. Level 6 or Bachelors' Degree or Masters' Degree or equivalents).
- A minimum of 5 years' experience as a social worker of which at least 3 years has been in the health sector
- Experience in implementing Te Tiriti o Waitangi in action
- New Zealand Social Work Registration Board registrations / current APC
- Be self-motivated, innovative and an effective problem solver
- Empathetic with patients and their families/whanua.
- Be able to work autonomously as well as within a multidisciplinary team.
- Have commitment to maintain social work standards and ethics.
- Exhibit excellent interpersonal and communication skills (verbal and written)

Desired:

- A current driver's licence.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Able to maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity
- Able to apply evidenced based and best practice principles to underpin social work practice
- Undertake appropriate social work assessments (including psychosocial and risk assessments) of the patients and their whanau needs and situation
- Able to work collaboratively with relevant when working with vulnerable adults, intimate family violence and child protection issues
- Be clinically competent and exhibit effective assessment, interventions and counselling skills.
- To function as a member of a multi/transdisciplinary team and liaise appropriately with relevant health and social care professionals, managers and organisations.
- Skills in addressing barriers to services
- Maintain rapport with peers and staff within the Te Whatu Ora – Southern and across the Whakatipu Basin Community Services that you have professional relationships with.
- Provide any other duties relevant to social work service delivery.

Desired:

- Understand of the social determinants of health and the impact this has on family health and social needs
- Understand legal issues related to Care of Child 2004, Children's Act 2014 and Amendments Act 2018, Protection of Personal and Property Rights Act 1988

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.

Acknowledged / Accepted

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Employee

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Date

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Manager

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Date