

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

Title	Social Worker Clinical Coach		
Reports to	Operationally – Charge Nurse Manager Professionally – Professional Leader Social Work		
Location	Dunedin		
Department	Mental Health, Addiction and Intellectual Disability Services		
Direct Reports	Nil	Total FTE	
Budget Size		Capex	..
Delegated Authority		Finance	..
Date	1 st Feb 2024		
Job band (indicative)	Multi-Employer Collective Agreement ...salary scale clause		

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

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 Work Clinical Coach Role

About the role ...

Allied Health, Public Health, Scientific and Technical professionals work in teams providing a range of diagnostic, technical, therapeutic, direct patient care and support services that are critical to tāngata whaiora, other health professionals they work with, and the communities they serve. This includes health professionals working to improve, promote and protect the wellbeing of the population.

This role will work collaboratively with all health professionals as well as the wider multidisciplinary team throughout the Te Whatu Ora Southern in a way that is consistent with the organisation's vision and values. This includes interprofessional practice where multiple health workers from different professional backgrounds work together with patients, families, caregivers and communities to deliver the highest quality of care.

Specifically, Clinical Coach role is designed to support the new graduate social workers to develop a strong social work ethic within an interprofessional practice environment where multiple health workers from different professional backgrounds work together with patients, families, caregivers and communities to deliver the highest quality of care. It is currently offered at 0.1FTE per new social work graduate, fixed for one year.

Purpose of the role: ...

The position is based primarily across the two Dunedin Adult Community Mental Health Teams.

The primary purpose of this role is to:

- Work with the MHAIDS new graduate social workers to identify and address training and development needs.
- Ensure effective practice development opportunities that integrate theory and clinical practice and reflect professional standards of mental health and addiction social work.

- Work collaboratively with the wider multidisciplinary teams to advocate for, promote and develop the social worker role.
- Link professional knowledge and education to the specifics of the graduates' clinical practice and the NESP programme.
- Support the new graduate in developing networks, both within MHAID and external.
- Resolve any issues between graduates, their managers and supervisors.
- Provide any documentation as required for auditing purposes.

As this is a new position, the successful applicant will be expected to show innovation and flexibility in the establishment and implementation of this role.

You will require experience working within the social work sector and have good networking skills, and have a sound knowledge of trauma informed practice and skills in working with tangata whaiora experiencing acute mental distress. You will also have extensive knowledge on addressing social based issues which may include housing, assistance with benefits, as well as liaison and advocacy with Oranga Tamariki and child protection issues if relevant.

Registration with the New Zealand Social Work Registration Board and a current Practicing Certificate is essential.

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
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 selfawareness 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 the new graduate staff within their clinical teams in a way that values the contribution of all members. • 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
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 relevant organisations to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of support and care plans.
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.

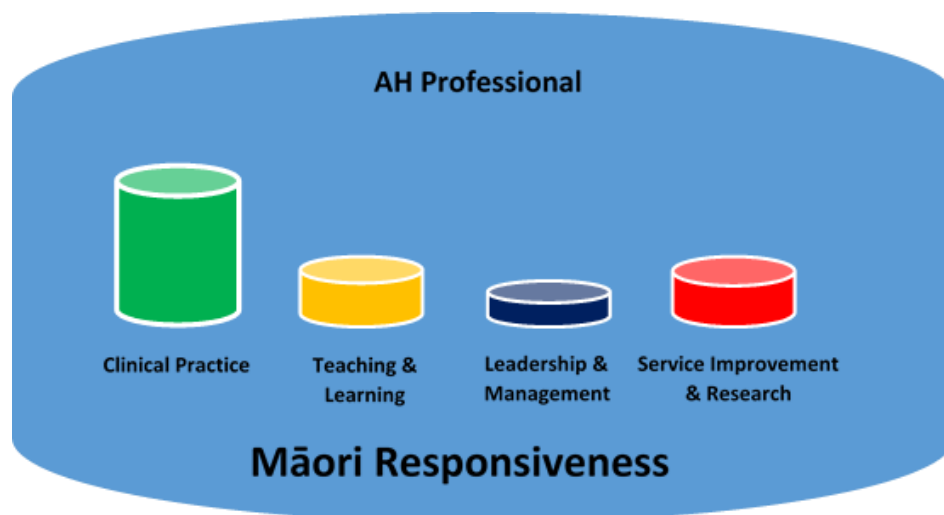


Figure 1.

KEY RESULT AREAS

Clinical Practice/ Te Mahi Haumanu

Legislative requirements

- Practise in accordance with relevant legislation, codes, policies etc. and upholds consumer rights
- Uphold professional code of ethics

Assessments and interventions (if appropriate to profession)

- Provide guidance on undertaking accurate and comprehensive assessments and evaluations
- Provide guidance on planning and implement appropriate interventions
- Provide relevant education - including any relevant alternative options - in a format that can be clearly understood
- Collaborate with new graduate staff to set realistic, person-centred outcomes

Evidence-based practice and research

- 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

Documentation

- Maintain confidentiality of patient information and documentation
- Adhere to Te Whatu Ora Southern's documentation standards

- 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)

<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. 	
<p>Leadership and Management/ Te Ārahi me te Whakahaere</p>	
<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
<p>Service Improvement and Research / / Te Whakapai Ratonga me te Rangahau</p>	

<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	
<p>Identifying areas for personal and professional development.</p>	<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 Provider 	<ul style="list-style-type: none"> • Line Manager • Social Work Professional Lead • Allied Health Directors

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. Bachelor's degree equivalent).
- Experience in implementing Te Tiriti o Waitangi in action
- New Zealand Social Work Registration Board registrations and holds a 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:

- Have experience working in the health sector
- 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 collaborative 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 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, Protection of Personal and Property Rights Act 1988, Mental Health Act 1992

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

Date

...

...

Manager

Date