

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Social Worker Supportive Care Education
Reports to	Team Lead, Allied Health Oncology (Operational) Professional Leader, Social Work (Professional)
District	Capital, Coast and Hutt Valley
Location	Multiple locations across the district & Wairarapa
Department	Allied Health Oncology Community, Allied Health & Older Adults Group (CAHOA)
Salary band (indicative)ⁱ	PSA Allied, Public Health, Scientific & Technical Collective Agreement Clinical/Degree-qualified core salary scale
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Lead the development and delivery of supportive care education for clinical staff as part of the Central Region Systemic Anti-Cancer Treatment (SACT) Implementation Programme. The role focuses on identifying workforce learning needs and building capability to respond to the supportive care needs of patients and whānau across Capital, Coast, Hutt Valley and Wairarapa cancer services, supporting the delivery of person-centred cancer care closer to home, with an emphasis on the universal level of the stepped care model:

- Undertake a supportive care learning needs analysis across CCHV and Wairarapa cancer treatment services.
- Develop and deliver supportive care education and training for clinical staff.
- Design and facilitate a regional Supportive Care Study Day.
- Identify and respond to district and service-specific supportive care education needs.
- Provide advice and recommendations on the future development of supportive care education within cancer services.

This role sits within the Allied Health Oncology team, which is part of the Community, Allied Health and Older Adults (CAHOA) group. It includes Social Workers, Psychologists, Dietitians, Physiotherapists, Occupational Therapists and Speech-Language Therapists.

The Allied Health Oncology team is a predominantly outpatient and community-based multidisciplinary team though provides in-reach services to inpatient settings when required. Team members provide specialist clinical care and advice to patients, whānau, caregivers and health professionals, including across district and regional services receiving care for cancer and/or blood conditions.

These disciplines work closely together, alongside nursing and medical staff to provide coordinated and integrated care. The team also has strong relationships with other district service and external providers, including Community ORA, Te Rerenga Ora | Wellington Blood & Cancer Centre, outpatient services, NASC agencies and cancer NGOs.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	• Takes legal and professional responsibility for managing own caseload of patients / clients with increasing complexity and be able to independently adapt and make decisions regarding social work intervention. • Utilises information available to prioritise patients/clients to enable appropriate allocation of referrals and workload with staff in the team. • Carries out comprehensive assessment with patients (and whānau where appropriate). This may include use of standardised assessments to assist in assessment and intervention planning. • Formulates and delivers individualised social work intervention using comprehensive clinical reasoning skills and in depth knowledge of treatment approaches. This should, take into account the patient's own goals and those of the wider multidisciplinary team (MDT). • Demonstrates effective communication, to establish a therapeutic relationship and set expectations with patients / clients, whānau and the MDT, inclusive of the wider health team and external agencies as appropriate. 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 patient / client's progress against identified goals and adjust intervention as situations change. • Refers on to other services to work with the patient/client towards achievement of longer term goals. • Develops comprehensive discharge / transfer plans as appropriate. • Carries out regular clinical risk assessments for patients/ clients on own caseload and takes action to effectively manage identified risks, seeking support where appropriate. This may include assessing harm to self and/or others, elder abuse and neglect, family violence, child abuse and neglect and vulnerable adults.

	• Demonstrates provision of culturally safe and bicultural practice with patients and their whānau. • Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice towards reducing these for the patient/client and/or whānau. • Represents the service and / or individual patients/clients at clinical meetings and case conferences to ensure the delivery of a coordinated multidisciplinary service and to ensure social work is integrated into the overall intervention (where appropriate) including discharge planning. • Completes documentation consistent with legal and organisational requirements. • Adheres to any applicable recognised best practice for social work and any relevant clinical policies and practice guidelines. • Provides advice, teaching and instructions to patients, carers, relatives and other professionals to promote consistency of support being delivered. • 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 and identifies potential solutions to address these needs. • Demonstrates an understanding of the roles of the multidisciplinary team.
Teaching & Learning	• Maintains competency to practice through identification of learning needs and Continuing Competency (CPD) activities. This should comply with professional registration requirements. • Contributes to training within the team/service. • Supervises, educates and assesses the performance of social work students. • Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams. • Demonstrates the ability to critically evaluate research and apply to practice. • 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. • Completes mandatory training as applicable for the role. • Participates in an annual performance review and associated clinical assurance activities. • Participates in regular professional supervision in line with the organisations requirements and/or professional body. • Provides mentoring and clinical support and / or professional supervision where required.
Leadership & Management	• 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 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	- Broadens research and development skills through participation in local audit and research projects as identified by team leaders, professional leaders or Advanced or Expert 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. - Establishes working partnerships with external organisations to promote integrated working. - 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 (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, Privacy Act, ACC service specifications etc.).

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes 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. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.

Compliance and Risk	• 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.
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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Patient, whānau & caregivers • Cancer NGOs including Cancer Society and Blood Cancer NZ • Regional & National CPSSS providers • Iwi & Māori Health Providers • Central Region SACT Implementation Working Group	• Allied Health Oncology Team Members • Professional Lead, Social Work • Regional Lead, CPSSS • Wellington Blood & Cancer Centre Staff • Allied Health Leadership Teams • Allied Professions Workforce Educators

About you – to succeed in this role

You will have

Essential:

- NZ Registered Social Worker with current New Zealand Annual Practicing Certificate (APC).
- Current full NZ driver's license with ability to drive a manual and automatic car.
- Clinical experience in Oncology/Haematology, preferably in a hospital setting.
- A commitment to and understanding of Te Tiriti o Waitangi (and its application to health) and a willingness to work positively in improving health outcomes for Māori.
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail.
- A high standard of written and spoken English

Desired:

- Minimum of 5 years' experience as a Social Worker preferably in a health setting.
- Membership of Aotearoa Association of Social Workers, or other relevant professional body.
- Experience planning, facilitating and delivering education and training.
- An understanding of models of supportive care service delivery including the Stepped Care model.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.