



Capital & Coast District Health Board

ŪPOKO KI TE URU HAUORA

Role Description

Nau mai, haere mai ki Ūpoko ki te uru hauora

Position:	Social Worker
Service / Directorate:	Older Adult, Rehabilitation and Allied Health Services (ORA) Medicine, Cancer and Community Directorate
Responsible to:	Social Work Team leader

Our Mission:

Together, Improve the Health and Independence of the People of the District

Our Vision

Keeping our community healthy and well.

Our Values:

- *Innovation*
- *Action*
- *A focus on People and Patients*
- *Living the Treaty*
- *Professionalism through Leadership, Honesty, Integrity and Collaboration*
- *Excellence through Effectiveness and Efficiency*

Context

Organisational perspective

Capital & Coast District Health Board receives funding to improve, promote and protect the health of the people within Wellington, Porirua and Kapiti region.

We're a tertiary facility operating Wellington Regional Hospital, Kenepuru Community Hospital, Kapiti Health Centre and Ratonga Rua-o- Porirua, a Forensic, Rehabilitation and Intellectual Disability Hospital. MHAIDS is the mental health, addictions and intellectual disability service for the Wairarapa, Hutt Valley and Capital & Coast District Health Boards. We have an annual budget of more than \$1 billion which we use to deliver health services directly as well as contracting external providers.

We provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services. Approximately 6,000 staff work at Capital & Coast District Health Board.

Position Purpose and Unit Perspective

The purpose of this role is to support the inpatient Social Worker team with providing cover for planned annual leave across a range of clinical areas at Kenepuru Community Hospital and Wellington Regional Hospital. We are looking for a dynamic, flexible and motivated social worker with a minimum of three years post graduate experience in an inpatient health setting. The Social Worker in this role will ideally have experience across a wide range of clinical teams and will assist clients, family and whanau to manage the impacts of poor health and disability and to participate, to the greatest extent possible, in their normal roles and wider social systems. The person in this role may cover leave at Kenepuru Hospital, and in the Emergency Department, Short Stay Unit, Medical assessment and planning unit, medical ward and general surgical/orthopaedic services at Wellington Hospital.

Whilst practicing across a variety of areas, the post holder will be primarily based with the Kenepuru team so will have a specialist interest in social work with older adults and will become credentialed in use of the interRai assessment tool.

Along with your significant health social work expertise, you'll have good communication skills, the ability to "work on the fly" and the ability to quickly build effective working relationships. You'll also have excellent time management and prioritisation skills and be quick to pick up the intricacies of working in different clinical teams. The key responsibilities for this position are outlined in the main body of the role description under the Level 2 or level 3 Clinical Career Pathway (CCP) section. This position would be appointed to Level 2 or level 3 of the CCP dependent on relevant experience.

All Social workers participate in the Clinical Career Pathway (CCP) which provides a framework for professional development. Opportunities for ongoing professional development are available at Capital & Coast DHB including regular in-services, participation in service improvement groups and where appropriate to the role, attendance at courses and conferences. All staff will receive regular supervision and it is an expectation of this role that the job holder will provide supervision.

All inpatient work occurs within a multidisciplinary setting and the ability to contribute to sound teamwork and to provide a clear social work perspective is an essential component of this role.

The Team at Kenepuru hospital is a multidisciplinary one and has around 32 staff employed in it. The team work closely together over the 4 wards which have an older person, orthopaedic surgery and rehab focus. The Social work team in Wellington currently has around 18 social workers in it and are based with and work alongside other allied health staff in the ORA service. Both teams are friendly, sociable and great to work with.

Key Accountabilities

The Clinical Career Pathway (CCP) describes the key accountabilities for clinical practice. The full career pathway has been included here to show progression of the pathway for levels 1 - 3. For a level 3 practitioner who has completed the Career and Salary Progression (CASP) process and is on a Merit Step, an appendix will be attached to this Role Description describing the extra accountabilities required to maintain this level.

In addition to the CCP accountabilities listed here there are additional specific accountabilities on the pages immediately following this section.

CLINICAL			
	Level 1	Level 2	Level 3
Responsibilities	<ul style="list-style-type: none"> • To provide appropriate and effective assessment and intervention for clients / patients with regular support and consultation from a more experienced Social Worker • To apply knowledge and skills from theory and research to the practice of Social Work • To provide assessment and intervention which is culturally sensitive • To follow legal and contractual requirements • To support the training of Social Work students. 	<ul style="list-style-type: none"> • To provide appropriate and effective assessment and intervention for clients / patients with support and consultation from a more experienced Social Worker • To apply knowledge and skills from theory and research to the practice of Social Work • To provide assessment and intervention which is culturally sensitive • To follow legal and contractual requirements • To contribute to the student Social Workers training programme • To contribute to the quality improvement processes within Social Work 	<ul style="list-style-type: none"> • To provide appropriate and effective assessment and intervention for clients / patients with consultation as required • To apply knowledge and skills from theory and research to the practice of Social Work • To provide assessment and intervention which is culturally sensitive (advanced level) • To follow legal and contractual requirements • To contribute to the student Social Worker training program • To contribute to the development of practice and the continuous quality improvement process within area in conjunction with the Professional representative • To provide support to Social Workers at levels 1 and 2 as appropriate

CLINICAL

	Level 1	Level 2	Level 3
Activities & Processes	<ul style="list-style-type: none"> • Responds to referrals appropriately. • Determines the social work task and client/patient goals in consultation with the client/patient/family/whanau. • Plans and documents intervention according to client/patient/family/whanau needs. • Evaluates and adapts intervention plan as required. • Plans discharge with client/patient/family/whanau and MDT as appropriate. • Integrates theoretical knowledge with assessment and intervention. • Demonstrates recognition of the principles of the Treaty of Waitangi in the provision of social work. • Demonstrates a multi-cultural perspective in clinical practice. • Has a beginning knowledge of relevant legislation and contracts. 	<ul style="list-style-type: none"> • Responds to referrals appropriately. • Determines the social work task and client/patient goals in consultation with client/patient/family/whanau. • Plans and documents intervention according to client/patient/family/whanau needs. • Evaluates and adapts intervention plan as required. • Integrates theoretical knowledge with assessment and intervention. • Plans discharge with client/patient/family/whanau and MDT as appropriate. • Demonstrates recognition of the principles of the Treaty of Waitangi in the provision of social work. • Demonstrates a multi-cultural perspective in clinical practice. • Has good knowledge of relevant legislation and contracts. • Supervises a student. • Contributes to student learning. • Assists in development of practice guidelines. 	<ul style="list-style-type: none"> • Responds to referrals appropriately. • Integrates theoretical knowledge with assessment and intervention • Supports Social Workers at levels 1 and 2 as appropriate • Discusses and documents client’s history and appropriate future options • Plans & document intervention according to client needs • Evaluates expected outcomes of care in relation to expectations for that client/patient • Provides underlying rationale for planned care and decisions reached • Innovatively integrates theoretical knowledge and practice experiences • Adheres to the Social Workers Code of Ethics/Conduct • Reviews practice guidelines in relevant areas/s of clinical practice. • Audits practice and documentation (as specified by the Charge Nurse Manager/Professional representative) • Recognises the principles of the Treaty of Waitangi in the provision of clinical Social Workers practice • Demonstrates a multicultural perspective in the provision of clinical practice • Oversees Student supervision and participates in the training program as required. • Has an in-depth knowledge of relevant legislation and service contracts

CLINICAL			
	Level 1	Level 2	Level 3
Performance Measures	<ul style="list-style-type: none"> • Achieved standards of documentation. • ☑ Achieved standards of practice/met practice guidelines. • ☑ Achieved satisfactory rating on customer/ peer survey. 	<ul style="list-style-type: none"> • Achieved standards of documentation • Achieved standards of practice/ met practice guidelines • Achieved satisfactory rating from customer surveys • Achieved satisfactory rating on student evaluation • Provided evidence of assistance to develop/review practice guidelines 	<ul style="list-style-type: none"> • Achieved standards of documentation • Achieved standards of practice/ met practice guidelines • Achieved satisfactory rating from customer surveys • Completed bi-cultural awareness self-review • Completed annual peer assessment • Provided evidence of innovative practice • Reviewed practice guideline/s • Undertake standards of care/documentation audit, based on team/service priorities.

INTER PERSONAL-RELATIONSHIPS AND TEAMWORK			
	Level 1	Level 2	Level 3
Responsibilities	<ul style="list-style-type: none"> • To contribute to client/patient care by interacting effectively with multi-disciplinary team/health care members • To work co-operatively and competently with team members within the profession and/or service 	<ul style="list-style-type: none"> • To contribute to client/patient care by interacting effectively with multi-disciplinary team/health care members • To work co-operatively and competently with team members within the profession and/or service 	<ul style="list-style-type: none"> • To contribute to client/patient care by interacting effectively with multi-disciplinary team/health care members • To work co-operatively and competently with team members within the profession and/or service • To act as a role model for team members within the profession

INTER PERSONAL-RELATIONSHIPS AND TEAMWORK

	<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
Activities & Processes	<ul style="list-style-type: none"> • Attends and contributes to clinical team meetings where relevant • Works co-operatively in the identification, development and achievement of clinical team goals • Attends and contributes to appropriate staff/departmental meetings • Works co-operatively and flexibly to maintain service delivery • Shares information and resources with colleagues 	<ul style="list-style-type: none"> • Attends and contributes to clinical team meetings where relevant. • Works cooperatively towards the identification, development and achievement of clinical team goals. • Participates in working parties or project groups. • Shares information and resources with colleagues. • Attends and contributes to appropriate staff/departmental meetings. • Works cooperatively and flexibly to maintain service delivery. 	<ul style="list-style-type: none"> • Attends and contributes to clinical team meetings where relevant • Works co-operatively in the identification, development and achievement of clinical team goals • Identifies areas for quality improvement within team and seeks innovative solutions • Leads or participates in working parties or project groups for the profession, department or service • Attends and contributes to appropriate staff/departmental meetings • Works co-operatively and flexibly to maintain service delivery • Shares information and resources with colleagues
Performance Measures	<ul style="list-style-type: none"> • Attended clinical team meetings where applicable • Achieved satisfactory rating from customer surveys • Documented evidence in clinical notes of liaison with other team members • Attended staff meetings • Evidence provided of adapting caseload as required by department, service or company. 	<ul style="list-style-type: none"> • Attended clinical team meetings where applicable • Achieved satisfactory rating from customer/peer surveys • Documented evidence in clinical notes of liaison with other team members. • Satisfactory feedback from project leader on attendance and participation • Attended staff meetings • Evidence provided of adapting caseload as required by department or service 	<ul style="list-style-type: none"> • Attended clinical team meetings where applicable • Achieved satisfactory rating from customer surveys • Satisfactory feedback from project leader on attendance and participation in service wide project OR • Satisfactory feedback from project members on leadership of a team project • Project completed within time lines • Attended staff meetings • Evidence provided of adapting caseload as required by department, service or company

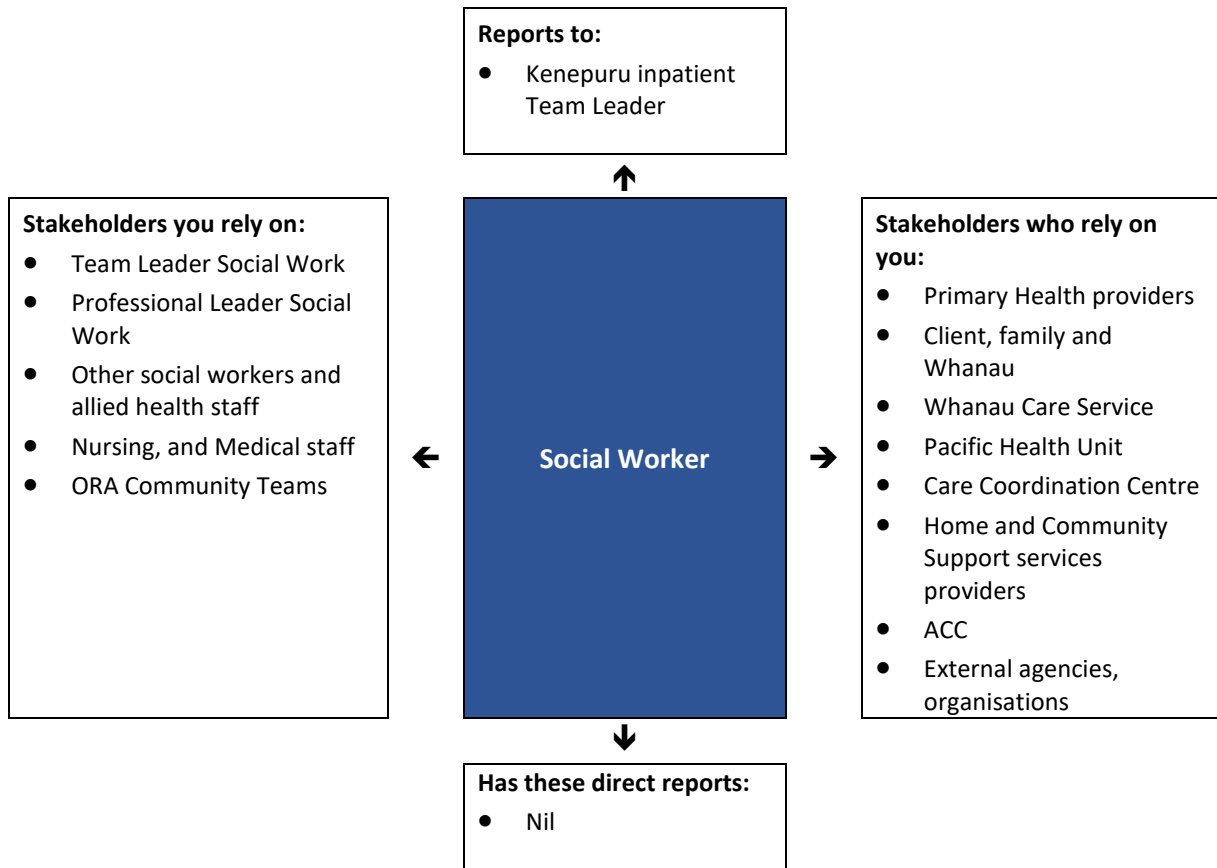
COMMUNICATION			
	Level 1	Level 2	Level 3
Responsibilities	<ul style="list-style-type: none"> To demonstrate effective verbal and written communication with clients/patients, colleagues, team members and relevant others. To keep effective records and documentation according to service and C&C DHB requirements and standards of practice. 	<ul style="list-style-type: none"> To demonstrate effective verbal and written communication with clients/patients, colleagues, team members and relevant others To keep effective records and documentation according to service and C&C DHB requirements and standards of practice 	<ul style="list-style-type: none"> To demonstrate effective verbal and written communication with clients/patients, colleagues, team members and relevant others To keep effective records and documentation according to service and C&C DHB requirements and standards of practice
Activities & Processes	<ul style="list-style-type: none"> Communicates with clients/patients, their support networks, colleagues and others in a way that is understood and that enhances good quality practice. Keeps records and statistics as required by service and C&C DHB policies. 	<ul style="list-style-type: none"> Communicates with clients/patients, their support networks, colleagues and others in a way that is understood and that enhances good quality practice Keeps records and statistics as required by service and C&C DHB policy 	<ul style="list-style-type: none"> Communicates with clients/patients, their support networks, colleagues and others in a way that is understood and that enhances good quality practice Keeps records and statistics as required by service and C&C DHB policy
Performance Measures	<ul style="list-style-type: none"> Achieved satisfactory rating from customer surveys Accurately completed statistics within required timeframes. Achieved standards of documentation 	<ul style="list-style-type: none"> Achieved satisfactory rating from customer surveys Accurately completed statistics within required timeframes Achieved standards of documentation 	<ul style="list-style-type: none"> Achieved satisfactory rating from customer surveys Accurately completed statistics within required timeframes

SUPERVISION			
	Level 1	Level 2	Level 3
Responsibilities	<ul style="list-style-type: none"> To participate in supervision 	<ul style="list-style-type: none"> To participate in supervision To provide supervision (where required by line manager) 	<ul style="list-style-type: none"> To participate in supervision To provide supervision
Activities & Processes	<ul style="list-style-type: none"> Shares responsibility for maintaining supervision contract Brings clinical and professional issues to supervision 	<ul style="list-style-type: none"> Shares responsibility for maintaining supervision contract. Brings clinical and professional issues to supervision. 	<ul style="list-style-type: none"> Shares responsibility for maintaining supervision contract Brings clinical and professional issues to supervision Assists supervisee in identifying learning needs and acts as a resource for supervisee Initiates supervision review as per policy
Performance Measures	<ul style="list-style-type: none"> Attends supervision sessions as per supervision policy Achieved goals set through supervision. 	<ul style="list-style-type: none"> Attended supervision sessions as per supervision policy Achieved goals set through supervision <i>Where providing supervision:</i> Provided supervision as per supervision policy Completed supervisor training Satisfactory feedback from supervisee on supervision provided 	<ul style="list-style-type: none"> Attended supervision sessions as per supervision policy Achieved goals set through supervision Provided supervision sessions as per supervision policy Completed supervisor training Satisfactory feedback from supervisee on supervision provided
PROFESSIONAL DEVELOPMENT			
	Level 1	Level 2	Level 3
Responsibilities	<ul style="list-style-type: none"> To assume responsibility for maintaining own personal professional development To participate in continuing education programmes 	<ul style="list-style-type: none"> To assume responsibility for maintaining own personal professional development To participate in continuing education programmes 	<ul style="list-style-type: none"> To assume responsibility for maintaining own personal professional development and to assist the development of others To participate in continuing education programmes

PROFESSIONAL DEVELOPMENT

	<i>Level 1</i>	<i>Level 2</i>	<i>Level 3</i>
Activities & Processes	<ul style="list-style-type: none"> • Uses opportunities to up-date professional knowledge and skills by reading, attending training and education sessions, lectures and conferences • With help of supervisor/line manager, identifies objectives for Performance Development Plan & works to complete these • Attends in-services • Presents at in-service sessions (e.g. case studies or journal article reviews) 	<ul style="list-style-type: none"> • Actively seeks opportunities to up-date professional knowledge and skills by reading, attending training and education sessions, lectures and conferences • Uses opportunities to update professional skills and knowledge by reading, attending training and education sessions, lectures and conferences. • With help of supervisor/line manager, identifies objectives for Performance Development Plan and works to complete these • Attends in-services • Presents at in-services, to multi-disciplinary teams or at other similar forums 	<ul style="list-style-type: none"> • Actively seeks opportunities to up-date professional knowledge and skills by reading, attending and presenting at training and education sessions, lectures and conferences • With help of supervisor/line manager, identifies objectives for Performance Development Plan and works to complete these • Attends in-services • Presents at in-services, to multi-disciplinary teams and at a service or organisational level • Contributes to on-going maintenance of the Clinical Career Pathway
Performance Measures	<ul style="list-style-type: none"> • Completed training record • Evidence provided of report/ presentation from external courses (if attended) as per C&C DHB policy. • Completed Performance Development Plan • Attended scheduled in-services • Presented twice annually to colleagues • Completed evaluation forms from presentations undertaken show satisfactory performance. 	<ul style="list-style-type: none"> • Completed training record • Evidence provided of report/ presentation from external courses (if attended) as per C&C DHB policy • Completed Performance Development Plan • Attended scheduled in-services • Presented twice annually to colleagues • Completed evaluation forms from presentations undertaken show satisfactory performance 	<ul style="list-style-type: none"> • Completed training record • Evidence provided of report/ presentation from external courses (if attended) as per C&C DHB policy • Completed Performance Development Plan • Attended scheduled in-services • Presented a minimum of twice annually including 1 presentation at a service or organisational level • Completed evaluation forms from presentations undertaken show satisfactory performance • Participated on Clinical Career Pathway panel/s

Key Relationships & Authorities



Capability Profile

Competencies

Solid performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Competency	Behaviours
Dealing with Ambiguity	<ul style="list-style-type: none">• Can effectively cope with change• Can shift gears comfortably• Can decide and act without having the total picture• Isn't upset when things are up in the air• Doesn't have to finish things before moving on• Can comfortably handle risk & uncertainty
Process Management	<ul style="list-style-type: none">• Good at figuring out the processes necessary to get things done• Knows how to organise people and activities• Understands how to separate and combine tasks into efficient work flow• Knows what to measure and how to measure it• Can see opportunities for synergy and integration where others can't• Can simplify complex processes• Gets more out of fewer resources
Priority Setting	<ul style="list-style-type: none">• Spends his/her time and the time of others on what's important• Quickly zeroes in on the critical few and puts the trivial many aside• Can quickly sense what will help or hinder in accomplishing a goal• Eliminates roadblocks• Creates focus
Conflict Management	<ul style="list-style-type: none">• Steps up to conflicts, seeing them as opportunities• Reads situations quickly• Good at focused listening• Can hammer out tough agreements and settle disputes equitably• Can find common ground and get cooperation with minimum noise
Political Savvy	<ul style="list-style-type: none">• Can manoeuvre through complex political situations effectively and quietly• Is sensitive to how people and organisations function• Anticipates where the land mines are and plans his/her approach accordingly• Views corporate politics as a necessary part of organisational life and works to adjust that reality• Is a maze-bright person
Negotiating	<ul style="list-style-type: none">• Can negotiate skilfully in tough situations with both internal and external groups• Can settle differences with minimum noise• Can win concessions without damaging relationships• Can be both direct and forceful as well as diplomatic• Gains trust quickly of other parties to the negotiations• Has a good sense of timing

Competency	Behaviours
Integrity and Trust	<ul style="list-style-type: none"> • Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes • Doesn't misrepresent her/himself for personal gain
Composure	<ul style="list-style-type: none"> • Is cool under pressure • Does not become defensive or irritated when times are tough • Is considered mature • Can be counted on to hold things together during tough times • Can handle stress • Is not knocked off balance by the unexpected • Doesn't show frustration when resisted or blocked • Is a settling influence in a crisis

Essential Experience and Capability

a. Knowledge and Experience: (E) Essential (D) Desirable

- At least 3 years' experience working as a social worker in a hospital environment (E)
- Extensive knowledge and application of a range of assessment techniques used in a variety of clinical settings (E)
- Extensive knowledge and application of a range of interventions used in a variety of clinical settings (E)
- Demonstrates evidence of advanced clinical reasoning in the management of client care(E)
- Demonstrates evidence of the ability to use reflective practice as a tool for growth and development(E)
- Experience of promoting social work whilst working as part of a multi-disciplinary team (E)
- Demonstrated competence and passion in working with older adults. (E)
- Understanding of social determinants and impacts on health (E)
- Knowledge and ability to work with situations of family violence especially in regard to older and vulnerable adults. (E)
- Knowledge of trauma and grief and loss theory and application to practice. (E)
- Able to facilitate and lead family meetings (E)
- Knowledge and experience of making applications under PPPR Act (D)
- Knowledge of community resources within the Wellington region (D)
- Experience of providing social work supervision to others (E)
- Trained in use of Interrai assessment tools (D)
- Understands the professional and legal responsibilities of Social Work practice (E)
- Demonstrates evidence of effective self-management including time, prioritisation, caseload management and the ability to identify and handle stressful situations (E)
- Demonstrates evidence of understanding and application of continuing professional development requirements outlined by the Social Workers Registration Board (E)
- Demonstrates the use of effective professional communication strategies with clients, carers, family/whanau and members of the MDT (E)
- Demonstrates the ability to communicate, both written and orally in a clear and logical manner (E)
- Identifies own personal characteristics that contribute to effective team working (E)
- Basic computer skills including knowledge of word processing and presentation packages and the internet (E)
- Experience in supporting / developing less experienced practitioners and / or social work students (E).

b. Someone well-suited to the role will place a high value on the following:

- Leadership
- Professionalism
- Multidisciplinary working
- Ability to empathise
- Communication
- Cooperation
- Effective time management
- Flexibility
- Bicultural and multicultural partnerships
- Exercising initiative and sound judgment when making decisions
- Adapting work practices in response to a changing environment
- Intermediate level of computer skills
- Self-motivation
- Service development

c. Essential Professional Qualifications / Accreditations / Registrations:

- New Zealand Social Work Registration (E)
- Current Annual practicing certificate (E)

***Ma tini, ma mano, ka rapa te whai
By joining together we will succeed***

Capital and Coast District Health Board (CCDHB) is committed to supporting the principles of Equal Employment Opportunities (EEO) through the provision and practice of equal access, consideration, and encouragement in the areas of employment, training, career development and promotion for all its employees.

CCDHB is committed to Te Tiriti o Waitangi principles of partnership, participation, protection equity and by ensuring that guidelines for employment policies and procedures are implemented in a way that recognises Maori cultural practices.