

## Position Description

<b>Position</b>	<b>Registered Social Worker</b>
<b>Team / Service</b>	Mental Health Needs Assessment Service Coordination (MHNASC)
<b>Directorate</b>	Mental Health, Addiction and Intellectual Disability Service (MHAIDS)
<b>District</b>	Capital, Coast, Hutt Valley and Wairarapa Districts
<b>Responsible to</b>	Team Leader
<b>Children's Act 2014</b>	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
<b>Location</b>	This position is based in Porirua though the team works across multiple locations in the Capital, Coast and Hutt Valley district. From time to time, as part of Variance Response, you may be required to work in other areas.

## Te Whatu Ora

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.

## Context

Capital, Coast & Hutt Valley district provides hospital and health services in primary, secondary and tertiary healthcare to a total population base of approximately 445,000 citizens.

We are accountable for meeting the needs of and improving health outcomes for all the constituent populations of our district, and the region more broadly. Together we:

- Provide secondary and tertiary, medical and surgical hospital services alongside community based health care;

[TeWhatuOra.govt.nz](https://www.tewhatuora.govt.nz)

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*MHAIDS is the mental health, addiction and intellectual disability service  
for the Capital, Coast, Hutt Valley and Wairarapa districts*

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

- Fund local health providers and work collaboratively with the community to create and support multiple health education initiatives and projects within the region;
- Deliver health services directly as well as contracting external providers;
- Provide local, sub-regional, regional and national health services as well as community-based health, rehabilitation and support services.

The majority of the district's population live in Wellington and Lower Hutt. The Māori and Pacific populations of Lower Hutt and Wellington are proportionally similar, with the largest Pacific population in the region in Porirua. Kāpiti and Upper Hutt have similar numbers of Māori and Pacific people. Most people are enrolled with a GP near their place of residence, so the increasing focus on community-based healthcare is expected to lead to better health outcomes for these population groups. Hutt Hospital provides secondary and some tertiary, medical and surgical hospital services alongside community based health care from its main facility in Lower Hutt City. In addition to funding local health providers and working collaboratively with the community to create and support multiple health education initiatives and projects, Hutt Hospital is the centre for five tertiary regional and sub-regional services - Plastics, Maxillofacial and Burns Services; Rheumatology; Dental Services; Regional Public Health; and Regional (Breast and Cervical) Screening Services.

Wellington Regional Hospital in Newtown is the region's main tertiary hospital with services such as complex specialist and acute procedures, intensive care, cardiac surgery, cancer care, neurosurgery and renal care. The hospital is the key tertiary referral centre for the lower half of the North Island and the upper half of the South Island.

Kenepuru Community Hospital and Kāpiti Health Centre provide secondary and community services based in Porirua and the Kāpiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa district and Capital, Coast and Hutt Valley district, with multiple specialist facilities. Ratonga-Rua-o-Porirua is our forensic, rehabilitation and intellectual disability inpatient unit.

## Te Tiriti o Waitangi and Māori Health Outcomes

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Māori are the indigenous peoples of Aotearoa. We have particular responsibilities and accountabilities through this founding document of Aotearoa. We value Te Tiriti and have adopted the following four goals, developed by the Ministry of Health, each expressed in terms of mana and the principles of:

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|------------------------|--|
| <b>Mana whakahaere</b> | Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.  |
| <b>Mana motuhake</b>   | Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives, and to live on Māori terms and according to Māori philosophies, values and practices including tikanga Māori.       |
| <b>Mana tāngata</b>    | Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.  |
| <b>Mana Māori</b>      | Enabling Ritenga Māori (Māori customary rituals) which are framed by Te Aō Māori (the Māori world), enacted through tikanga Māori (Māori philosophy & customary practices) and encapsulated within mātauranga Māori (Māori knowledge). |

We will target, plan and drive our health services to create equity of health care for Māori to attain good health and well-being, while developing partnerships with the wider social sector to support whole of system change.

## The Vision, Mission and Values from our District

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We bring forward and join our values within our district. These will change, as we become a team of teams within Te Whatu Ora.

### Hutt Valley

#### Vision

Whānau Ora ki te Awakairangi: Healthy people, healthy families and healthy communities are so interlinked that it is impossible to identify which one comes first and then leads to another.

#### Ō mātou uara – Values

Mahi Pai 'Can do': Mahi Tahi in Partnership: Mahi Tahi Te Atawhai Tonu Always caring and Mahi Rangatira being our Best

#### Mission

Working together for health and wellbeing.

### Capital, Coast

#### Vision

Keeping our community healthy and well

#### Value

Manaakitanga – Respect, caring, kindness  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

#### Mission

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

### Wairarapa

#### Vision

"Well Wairarapa – Better health for all"

#### Value

Manaakitanga – Respect, caring, kindness  
Auaha – Solutions, responsibility, better  
Kotahitanga – Connection, unity, equity  
Rangatiratanga – Autonomy, integrity, excellence

#### Mission

To improve, promote, and protect health status of the people of the Wairarapa, and the independent living of those with disabilities, by supporting and encouraging healthy choices.

## District Responsibility

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The district leadership have collective accountability for leading with integrity and transparency a progressive, high performing organisation, aimed at improving the health and independence of the community we serve and achieving equitable outcomes for all. The leadership team are responsible for

achieving this aim, aligned with our region, within the available resources, through a skilled, empowered, motivated and supported workforce in line with government and Health New Zealand policy.

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

We are 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.

## Service Perspective

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The hospital and health services of the districts provide a range of services, one such group of services includes MHAIDS. The service has over 1400 employees and annual revenue of \$135m.

MHAIDS spans two districts - Wairarapa, Capital, Coast and Hutt Valley and includes local, regional, and national services. The local MHAID services are provided from multiple sites within the sub-region – greater Wellington, Hutt Valley and Wairarapa. Te Korowai Whāriki services include regional forensic and rehabilitation services covering the Central region while the intellectual disability services extend the length and breadth of the country from six bases located in Whangarei, Auckland, Cambridge, Wellington, Christchurch, and Dunedin.

The core business of the service is the provision of quality specialist services, integrated with primary and secondary providers in the communities we serve.

The service is committed to the underlying principles of:

- Te Tiriti o Waitangi as the founding document of Aotearoa/New Zealand
- He Ara Oranga
- Mental Wellbeing Long Term Pathway
- Whakamaua – Māori Health Action Plan 2020-2025
- The New Zealand Disability Strategy: Making a World of Difference – Whakanui Oranga
- Intellectual Disability High and Complex Framework

The service has access to business support services including People and Culture, and Finance. In addition, management and delivery of clinical services across the service is underpinned by consultation, advice, and support from a range of cultural, consumer, and family advisors, and business, quality and organisational development personnel.

## Team Perspective

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MHNASC is a specialist mental health service, part of the MHAIDS Operations Centre and covers the Capital, Coast and Hutt Valley district.

The team are registered mental health professionals who provide comprehensive assessments of mental health and addictions support needs for people aged 18 and over, and refers them to services in the community. These services may include community based supports, home based support and housing and recovery residential support.

## Purpose of the role

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The Social Worker role within MHNASC is to:

- Meet the needs of people and whānau accessing our services using current practice which is safe, appropriate and effective. The care is based on comprehensive assessment, ensures continuity, and is person/whānau centred, culturally appropriate and evidence-based. Quality improvement and patient safety is an important part of this role.
- Provide comprehensive assessments and plan support, collaboratively with the person, their whānau, the clinical provider and Non-Government Organisation (NGO) services;
- Assist the person and their whānau to achieve optimal health, well-being and safety through provision of appropriate assessment, education and support planning;
- Participate in, and contribute to, social work professional development activities;
- Role model and provide best practice and cultural considerations in the multidisciplinary team process;
- Work closely with community agencies to achieve the outcomes agreed by the multidisciplinary team process;
- Coordination and facilitation between the districts and multiple agencies;
- Reports operationally to the Team Leader and is professionally accountable to the Professional Leader for Social Work.

The Social Worker will respond to the changing needs of the district, performing other tasks as required. The Social Worker is expected to contribute to the implementation of district and social work goals and values, and to promote Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley as a centre of excellence for social work practice.

## Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

In this role description, the terms person or patient are used to refer to those who use health services, who in different settings may be referred to as tangata whaiora, health consumer or client.

Key accountabilities	Deliverables/Outcomes
1. Clinical Practice	<ul style="list-style-type: none"> <li>▪ Takes legal and professional responsibility for managing own caseload with increasing complexity and be able to independently adapt and make decisions regarding social work intervention;</li> <li>▪ Carries out comprehensive assessment with people (and whānau where appropriate). This may include use of standardised assessments to assist in assessment and intervention planning;</li> <li>▪ 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 person's own goals and those of the wider multidisciplinary team (MDT);</li> <li>▪ Demonstrates effective communication, to establish a therapeutic relationship and set expectations with people, whānau and the MDT, inclusive of the wider health team and external agencies as appropriate. This includes relaying complex, sensitive and contentious information;</li> <li>▪ Assesses the person's understanding of assessment, interventions and goals and gain informed consent for</li> </ul>

	intervention, taking into account those who lack capacity (e.g. those with cognitive difficulties);
Key accountabilities	Deliverables/Outcomes
	<ul style="list-style-type: none"> <li>▪ Regularly reassesses and evaluates the person's progress against identified goals and adjust intervention as situations change;</li> <li>▪ Refers on to other services to work with the person towards achievement of longer term goals;</li> <li>▪ Demonstrates provision of culturally safe and bicultural practice with people and their whānau;</li> <li>▪ Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice towards reducing these for people and/or whānau;</li> <li>▪ Represents the service and/or individual people 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;</li> <li>▪ Completes documentation consistent with legal and organisational requirements;</li> <li>▪ Adheres to any applicable recognised best practice for social work and any relevant clinical policies and practice guidelines;</li> <li>▪ Provides advice, teaching and instructions to people and their whānau, and other professionals to promote consistency of support being delivered;</li> <li>▪ Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision;</li> <li>▪ Identifies unmet needs of people and identifies potential solutions to address these needs;</li> <li>▪ Demonstrates an understanding of the roles of the multidisciplinary team.</li> </ul>
2. Teaching & Learning	<ul style="list-style-type: none"> <li>▪ Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with professional registration requirements;</li> <li>▪ Contributes to training within the team/service;</li> <li>▪ Supervises, educates and assesses the performance of social work students;</li> <li>▪ Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams;</li> <li>▪ Demonstrates the ability to critically evaluate research and apply to practice;</li> <li>▪ Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice;</li> <li>▪ Involved in the induction and training of newly appointed staff as required;</li> <li>▪ Completes mandatory training as applicable for the role;</li> <li>▪ Participates in an annual performance review and associated clinical assurance activities;</li> </ul>

	<ul style="list-style-type: none"> <li>Participates in regular professional supervision in line with the organisations requirements and/or professional body;</li> </ul>
Key accountabilities	Deliverables/Outcomes
	<ul style="list-style-type: none"> <li>Provides mentoring and clinical support and/or professional supervision where required.</li> </ul>
3. Leadership & Management	<ul style="list-style-type: none"> <li>Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested;</li> <li>Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested;</li> <li>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.</li> </ul>
4. Service Improvement and Research	<ul style="list-style-type: none"> <li>Broadens research and development skills through participation in local audit and research projects as identified by team leaders, professional leaders or Advanced or Expert allied health professionals;</li> <li>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;</li> <li>Develops and/or participates in regional/sub regional professional networks as appropriate to area of work;</li> <li>Establishes working partnerships with external organisations to promote integrated working;</li> <li>Contributes to annual planning process, including identifying gaps in service and participating in work/projects that may result from the planning process;</li> <li>Practises in a way that utilises resources (including staffing) in the most cost effective manner;</li> <li>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.)</li> </ul>

Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

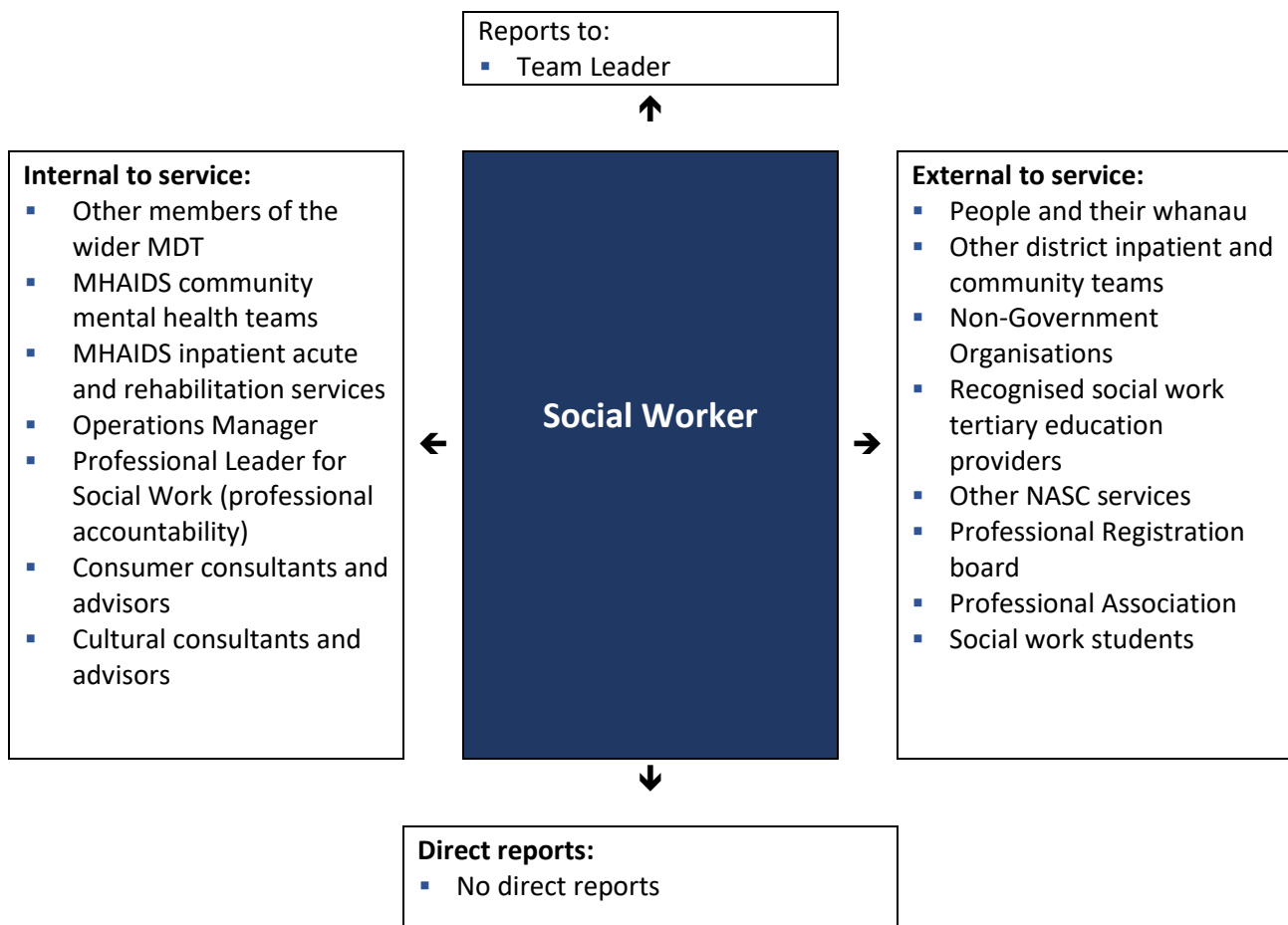
The following specific accountabilities apply in addition to what is described in the career pathway.

Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
1. Quality and Risk	<ul style="list-style-type: none"> <li>Contributes to the quality processes within the team/service.</li> </ul>	<ul style="list-style-type: none"> <li>Identifies risks, potential solutions and notifies manager of these;</li> <li>Complies with guidelines, protocols and policies;</li> </ul>

		<ul style="list-style-type: none"> <li>Complies with legal/legislative requirements;</li> </ul>
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
		<ul style="list-style-type: none"> <li>Participates in team/service risk minimisation activities;</li> <li>Complies with MHAIDS reportable events policy.</li> </ul>
2. Occupational Health & Safety	<ul style="list-style-type: none"> <li>Complies with responsibilities under the Health &amp; Safety in Employment Act 1992.</li> </ul>	<ul style="list-style-type: none"> <li>Has read and understood the Health &amp; Safety policy and procedures;</li> <li>Actively supports and complies with Health &amp; Safety policy and procedures;</li> <li>Evidence of support and compliance with health and safety policy and procedures including use of protective clothing and equipment as required, active participation in hazard management and identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.</li> </ul>



## Key Relationships & Authorities



## Capability Profile

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

Competency	Behaviours
<b>Team Work</b>	<ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members;</li> <li>Have a friendly manner and a positive sense of humour;</li> <li>Works cooperatively - willingly sharing knowledge and expertise with colleagues;</li> <li>Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments;</li> <li>Supports in word and action decisions that have been made by the team;</li> <li>Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community.</li> </ul>
<b>Quality and Innovation</b>	<ul style="list-style-type: none"> <li>Provides quality service to those who rely on one's work;</li> <li>Looks for ways to improve work processes - suggests new ideas and approaches;</li> <li>Explores and trials ideas and suggestions for improvement made by others;</li> <li>Shows commitment to continuous learning and performance development.</li> </ul>
<b>Taking responsibility</b>	<ul style="list-style-type: none"> <li>Is results focussed and committed to making a difference;</li> <li>Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected;</li> <li>Adjusts work style and approach to fit in with requirements;</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>Perseveres with tasks and achieves objectives despite obstacles;</li> <li>Is reliable - does what one says one will;</li> <li>Consistently performs tasks correctly - following set procedures and protocols.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Practises active and attentive listening;</li> <li>Explains information and gives instructions in clear and simple terms;</li> <li>Willingly answers questions and concerns raised by others;</li> <li>Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged;</li> <li>Is confident and appropriately assertive in dealing with others;</li> <li>Deals effectively with conflict.</li> </ul>
<b>Integrity and Trust</b>	<ul style="list-style-type: none"> <li>Is widely trusted;</li> <li>Is seen as direct, truthful individual;</li> <li>Can present the unvarnished truth in an appropriate and helpful manner;</li> <li>Keeps confidences;</li> <li>Admits mistakes;</li> <li>Doesn't misrepresent him/herself for personal gain.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>Is dedicated to meeting the expectations and requirements of internal and external customers;</li> <li>Gets first-hand customer information and uses it for improvements in products and services;</li> <li>Acts with customers in mind;</li> <li>Establishes and maintains effective relationships with customers and gains their trust and respect.</li> </ul>
<b>Priority Setting</b>	<ul style="list-style-type: none"> <li>Spends their time and the time of others on what's important;</li> <li>Quickly zeros in on the critical few and puts the trivial many aside;</li> <li>Can quickly sense what will help or hinder accomplishing a goal;</li> <li>Eliminates roadblocks;</li> <li>Creates focus.</li> </ul>
<b>Partnership with Māori</b>	<ul style="list-style-type: none"> <li>Understands the principals of Te Tiriti o Waitangi and how these apply within the context of health service provision;</li> <li>Applies the notion of partnership and participation with Māori within the workplace and the wider community;</li> <li>Promotes and participates in targeting Māori health initiatives by which Māori health gains can be achieved. Implements strategies that are responsive to the health needs of Māori.</li> </ul>

## Experience and Capability

### Essential Professional Qualifications / Accreditations / Registrations, Skills and Experience:

- New Zealand Registered Social Worker;
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work;
- Member of Aotearoa New Zealand Association of Social Workers – Professional Association (desirable)
- Minimum of 3 years clinical experience;
- Demonstrates 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 the social work role;
- A commitment to achieving equitable outcomes for Māori;
- A personal commitment to on-going learning and development including attainment/maintenance of CASP;

- Full driver's licence;
- Strong and successful experience in leading and delivering comprehensive assessments, and working in collaboration with people and their whānau to ensure best possible health and wellbeing outcomes;
- Record of working successfully within complex systems to collaborate and facilitate positive outcomes Having advanced knowledge of how systems work, and what resources are available;
- Experience in using critical thinking and judgement on how best to allocate resources to support the recommendations from the assessment.

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

- Commitment to Te Tiriti o Waitangi;
- Living the district values;
- Respect and collaboration in practice;
- Delivering an exemplary standard of care;
- Practice informed by research evidence;
- Innovation and critical thinking;
- Commitment to sustainable practice.

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

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