

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

Title	Registered Social Worker
Reports to	Team Leader
Location	Wellington Crisis Resolution Service
Department	Mental Health, Addiction & Intellectual Disability Service
Date	July 2026
Salary band (indicative)*	NZNO or Allied

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

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – 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.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Provide clinically effective tangata whaiora assessments, treatment, intervention and discharge planning, in conjunction with whanau.
- Provide professional (discipline specific) allied health services as a member of the Mental Health multi-disciplinary team (MDT).
- Provide professional discipline specific services, and creates and maintains connections with community organisations across the region.
- Liaise and consult with tangata whaiora, consumers, their families, whanau and caregivers.
- Support people with mental health problems to access appropriate supports and resources in the community.
- Provide clinical mental health services in accordance with Health New Zealand policies and MHS – Te Rangiora Service Delivery Model, policies and procedures.

Key Result Area	Expected Outcomes / Performance Indicators
Assessment, care planning and therapy services	• Assessments are completed using appropriate assessment tools. • Safety planning and management plans are incorporated to the recovery planning process. • Practice demonstrates specialist knowledge of mental illness and mental health issues.

	• Clinical interventions include a variety of models of therapy and an ability to apply a range of support strategies and treatment options. • The needs of tangata whaiora, consumers are clearly identified and care/treatment/ recovery plans documented. • Tangata whaiora, consumer is actively involved in assessment, recovery planning / review and discharge processes. • Tangata whaiora, consumers are supported in achieving their identified goals through assessment, treatment and discharge planning. • The needs of tangata whaiora, consumers are clearly identified and care/treatment/ recovery plans documented. • Assessment and recovery planning includes those people identified by the tangata whaiora, consumer as significant to them and their recovery. • Comprehensive clinical case notes are kept up to date in accordance with legislation, organizational policy and service procedure.
Be a pro-active member of the multi-disciplinary team	• Displays professional and constructive participation in teamwork and acknowledges others' expertise, strengths and limitations. • Discipline specific skills, knowledge and professional perspective are made available to assist colleagues in a positive and proactive manner. • Liaison and consultation with the MDT ensure care and treatment options are negotiated to meet the best outcomes for tangata whaiora / clients, their families/whanau/caregivers.
Quality Improvement	• Active participation is maintained in team meetings to plan quality clinical care and contribute to service development planning, the strategic direction and integrity of Mental Health Services. • Commitment to continuous Quality Improvement is demonstrated by identifying quality initiatives within own practice and services to clients. • Informs and updates team on service development projects and specialist interest areas. • Provision of clinical services meets the standards required by Capital & Coast and Health NZ policy, service delivery pathways and procedures, relevant guidelines and regulations. • Contributes to Mental Health promotion, education and illness prevention activities according to service requirements.
Assist in providing a safe environment which promotes health and wellbeing	• Tangata whaiora, consumers are treated with respect and their comfort, privacy and dignity is maintained. • Practice reflects knowledge and understanding in the application of the principles of the Te Tiriti o Waitangi as they relate to mental health. • Knowledge of the Health & Disability code of Consumers Rights is reflected in practice. • Effective advocacy skills and relationships support tangata whaiora/clients, their whanau/ families and caregivers.

	Capital & Coast wide training and MHS core competencies are undertaken and updated as required.
Consultation / Liaison	- Effective support networks, communication and liaison with other key providers / agencies are developed and maintained. - Links are maintained with MH Regional Specialty services/areas – and specific expertise in specialty areas is utilised within the team to support clinicians and tangata whaiora/clients.
Education / Professional development	- Orientation and core training (Wairarapa and HNZ and MHS) are completed. - Wairarapa and HNZ and MHS training & education requirements and updates are attended as required. - Professional and cultural training needs are identified and actioned. - Peer supervision is undertaken with colleagues. - Clinical supervision is undertaken in accordance with the service procedure and relevant guidelines. - Annual performance appraisal and development plans are arranged with the Clinical Nurse Manager and professional body advisor. - Collegial support is maintained with professional discipline colleagues and attendance at professional training or meetings is encouraged.
Other Duties	Role-related duties are undertaken as agreed with the Team Leader and/or Operations Manager.
Te Tiriti o Waitangi	- 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	- Commits to helping all people achieve equitable health outcomes. - Shows a willingness to personally take a stand for equity. - Supports Māori-led and Pacific-led responses.
Collaboration and Relationship Management	- 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. - Works with peers in Hauora Māori Service 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	- 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.

Relationships

External	Internal
- Patients / Whanau / Caregivers - Tangata Whaiora / consumers / service users - Iwi agencies / Māori Health agencies / other cultural agencies - GPs and other Primary providers - NGOs / community and Statutory agencies - Regional and National Mental Health providers	- MHAIDs Management team, and other local MHAIDS Teams - Health New Zealand Regional and National teams

About you – to succeed in this role

You will have

Essential Qualifications

- Registration with the Social Work Registration Board
- Current annual practicing certificate with the appropriate registered professional body of New Zealand.
- A current full clean driver's license.

Experience Essential:

- Proven experience in working with specialist mental health issues and mental illness.
- A commitment to EEO principles and the implication of these to Mental Health.

Desirable

- Duly Authorised Officer experience.
- Previous Community Mental Health experience.
- A commitment to EEO principles and the implication of these to Mental Health.
- A working knowledge of the Mental Health Act 1992 and amendments.
- Proven skills and experience in a variety of therapeutic approaches.

Essential: You will have

- 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*

