

## Position Description

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<b>Position</b>	<b>Social Worker</b>
<b>Team / Service</b>	Team for Assertive Community Treatment (TACT)
<b>Directorate</b>	MHAIDS Services - Mental Health Addiction and Intellectual Disability
<b>District</b>	Capital, Coast, Hutt Valley & Wairarapa districts
<b>Responsible to</b>	Team Leader / Clinical Nurse Manager
<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 expected to work from 31 Mein St, Newtown.

## Te Whatu Ora

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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

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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, surgery and mental health and intellectual disability hospital services alongside community based health care
- 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. Kapiti 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 Kapiti Health Centre provide secondary and community services based in Porirua and the Kapiti Coast

MHAIDS is the mental health, addiction and intellectual disability service for the Wairarapa District and Capital, Coast & Hutt Valley District, with multiple specialist facilities. The service holds national contracts some of which are delivered in other district localities. 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:

**Mana whakahaere** Effective and appropriate stewardship or kaitiakitanga over the health and disability system. This goes beyond the management of assets or resources.

**Mana motuhake** 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.

**Mana tāngata** Achieving equity in health and disability outcomes for Māori across the life course and contributing to Māori wellness.

**Mana Māori** 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**

Whanau 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

### **Capital and Coast**

#### **Vision**

Keeping our community healthy and well

#### **Value**

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

### **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**

Working together for health and wellbeing.

#### **Mission**

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

#### **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 HNZ policy.

## 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 Mental Health, Addiction and Intellectual Disability (MHAID) Service. 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.

## Purpose of the role

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The Social Worker in the Team for Assertive Community Treatment (TACT) plays a critical role in supporting individuals with moderate to severe mental health challenges. They provide assessment, treatment, and ongoing support to service users and their whānau, facilitating their recovery journey and helping transition back to primary healthcare.

TACT clients typically include individuals with severe and persistent mental health conditions, such as schizophrenia, bipolar disorder, or schizoaffective disorder. These individuals often face challenges like co-occurring substance use issues, homelessness, frequent hospitalisations, or incarceration. Many also struggle with minimal engagement in traditional mental health services.

TACT serves those with complex health needs, including both mental and physical health conditions, and provide intensive, personalised support in the community. We offer holistic care through outreach, home visits, crisis intervention, aiming to keep clients out of hospitals and improve their overall quality of life. The approach is person-centred, focusing on stability, independence, and integrating care for mental health, physical health, and social needs.

### Key Responsibilities of the role:

- **Clinical Support:** The Social Worker will deliver clinically effective assessments and interventions for service users experiencing acute psychiatric symptoms. This includes collaboratively developing treatment and recovery plans with the individual and their whānau, ensuring goals are culturally responsive and person-centered.
- **Case Management & Goal Setting:** The Social Worker takes the lead in case management, ensuring that treatment plans are regularly updated and aligned with recovery goals. This includes monitoring progress, evaluating outcomes, and coordinating with the multidisciplinary team (MDT) to adjust interventions as needed.
- **Cultural & Clinical Expertise:** The Social Worker provides sound clinical knowledge and cultural insights during MDT discussions, ensuring that care is holistic and inclusive. They will also lead or contribute to individual and group work, delivering psychoeducation and therapeutic interventions tailored to service users' needs.
- **Collaboration & Advocacy:** Working closely with service users, whānau, and community agencies, the Social Worker ensures that agreed outcomes are achieved in a collaborative, strengths-based manner. They advocate for service users' rights and needs, ensuring they receive appropriate support from both mental health services and community resources.
- **Professional Development:** The Social Worker is committed to their own professional growth, engaging in ongoing training and development opportunities. They will also contribute to broader social work activities within the District Health Board (DHB), enhancing the team's practice and service delivery.

### Desired Outcomes:

- Empower service users and their whānau to actively participate in their recovery.
- Provide culturally competent care that reflects the diverse needs of our client population.
- Support the multidisciplinary team in delivering integrated, holistic mental health care.

## 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.

Key accountabilities	Deliverables/Outcomes
1. Clinical Practice	<ul style="list-style-type: none"><li>▪ 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;</li><li>▪ Utilises information available to prioritise patients/clients to enable appropriate allocation of referrals and workload, with staff in the team;</li><li>▪ Carries out comprehensive assessment with patients (and whānau where appropriate) This may include use of standardised assessments to assist in assessment and intervention planning;</li></ul>

	<ul style="list-style-type: none"> <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 patient'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 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;</li> <li>▪ 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);</li> <li>▪ Regularly reassesses and evaluates the patient / client's progress against identified goals and adjust intervention as situations change;</li> <li>▪ Develops comprehensive discharge / transfer plans as appropriate;</li> <li>▪ Refers on to other services to work with the patient/client towards achievement of longer term goals;</li> <li>▪ 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;</li> <li>▪ Demonstrates provision of culturally safe and bicultural practice with patients and their whānau.</li> <li>▪ 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.</li> <li>▪ 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</li> </ul>
Key accountabilities	Deliverables/Outcomes
1. Clinical Practice	<p>is integrated into the overall intervention (where appropriate) including discharge planning;</p> <ul style="list-style-type: none"> <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 patients, carers, relatives 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 patients and identifies potential solutions to address these needs;</li> </ul>

	<ul style="list-style-type: none"> <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> <li>Participates in regular professional supervision in line with the organisations requirements and/or professional body;</li> <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>

Key accountabilities	Deliverables/Outcomes
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 AH 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> </ul>

	<ul style="list-style-type: none"> <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>
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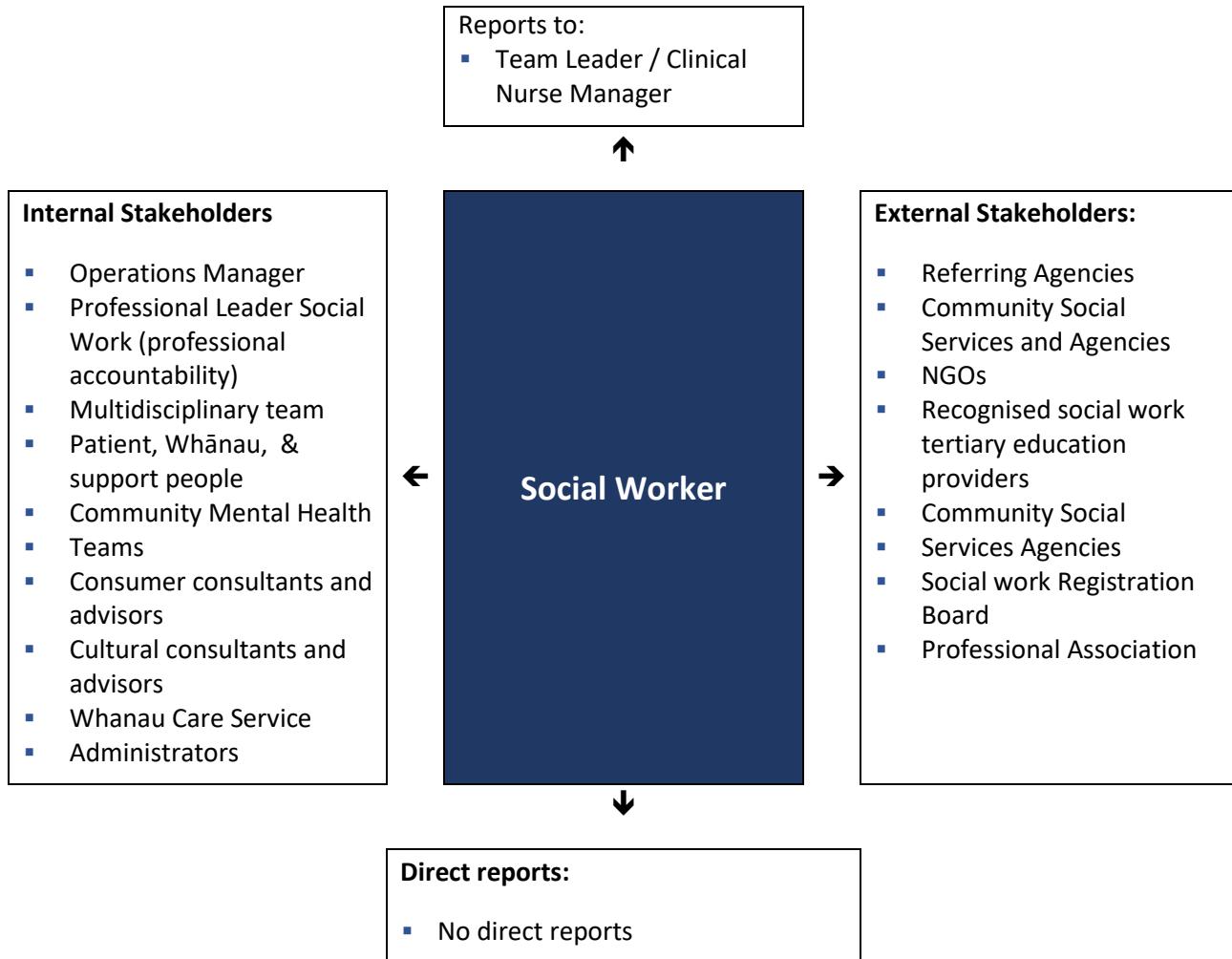
Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patient care and maintaining service delivery.

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> <li>Complies with legal/legislative requirements</li> <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;</li> </ul>
Key accountabilities	Deliverables/Outcomes	Key Performance Indications/Measures
2. Occupational Health & Safety		<ul style="list-style-type: none"> <li>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</li> </ul>

		identification process, and proactive reporting and remedying of any unsafe work condition, accident or injury.
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## 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
Team Work	<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> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <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> <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 his/her 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 Maori</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 Maori within the workplace and the wider community;</li> </ul>

Competency	Behaviours
	<ul style="list-style-type: none"> <li>▪ Promotes and participates in targeting Maori health initiatives by which Maori health gains can be achieved. Implements strategies that are responsive to the health needs of Maori.</li> </ul>

## Experience and Capability

Essential qualifications, skills and experience

**A. Knowledge, Skills & Experience:**

- Previous experience in working as a social worker with mental health consumers and disability consumers in a public sector health setting would be desirable.
- Strong understanding of various mental health conditions, including but not limited to schizophrenia, bipolar disorder, depression, PTSD, and personality disorders.
- Knowledge of trauma-informed practices and the impact of trauma on mental health.
- Familiarity with community-based resources and services such as housing assistance, vocational support, healthcare services, and legal advocacy.
- Ability to build strong, trusting relationships with clients who may have severe mental health issues and exhibit high levels of resistance or disengagement.
- Skills in maintaining professional boundaries while engaging in close, ongoing relationships with clients.

**B. Essential Professional Qualifications / Accreditations / Registrations:**

- Registered Social Worker with current annual practicing certificate;
- Current full NZ driver's licence with ability to drive a manual and automatic car;
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail;
- A high standard of written and spoken English.

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

- Providing high quality care for the consumer
- A commitment and understanding of the te Tiriti o Waitangi (and application to health) and a willingness to work positively in improving outcomes for Māori
- Working collaboratively with other clinicians
- Ensuring that they follow through on their work
- Delivering identified outcomes

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

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.