

## Position Description

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| <b>Position</b>            | Social Worker   |
| <b>Team / Service</b>      | ORA Allied Health – Inpatient Service   |
| <b>Directorate</b>         | Cancer, Specialist Medicine and Community   |
| <b>District</b>            | Capital, Coast & Hutt Valley  |
| <b>Responsible to</b>      | Team Leader / WRH Inpatient Social Work   |
| <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 Wellington Hospital  |

## 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 and surgical 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, addictions and intellectual disability service for the Wairarapa District and Capital, Coast & 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:

**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.

#### Mission

Working together for health and wellbeing.

#### 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

#### Mission

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

#### Value

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

## 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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Wellington Regional Hospital is one of 5 major tertiary hospitals in New Zealand and provides a comprehensive range of specialist secondary and tertiary services. Allied Health teams are comprised of Physiotherapists, Occupational Therapists, Speech Language Therapists, Dietitians, Social Workers, Psychologists and Allied Health Assistants.

Older Adult, Rehabilitation and Allied Health (ORA) Services are provided to people of all ages in inpatient, outpatient and community settings. This role is part of the ORA inpatient allied health service and provides services to people in Wellington Regional Hospital and Kenepuru Hospital in Porirua.

Wherever possible the disciplines work closely with each other and with nursing and medical colleagues to provide integrated care for the people we see. The team has strong relationships with other areas of the District and NGO providers, including Community ORA, outpatient services and NASC agencies.

## Purpose of the role

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### **Clinical specialty/area**

With increased demand over the winter period, we have additional capacity to enhance allied health input across acute services. These additional resources aim to maintain a high standard of care for patients and their whānau during times of seasonal pressure. As a member of the acute team, the caseload for this role will be primarily within the medical stream, with a strong focus on discharge readiness and supporting safe, timely transitions of care.

This role is based in the Medical Stream and works into Ward 4N at Wellington Regional Hospital responding to a range of referrals. The inpatient service provides assessment, diagnosis, stabilisation, treatment and rehabilitation to those who present with urgent medical needs and/or chronic medical conditions. The Social Worker works with a diverse group of older patients with significant health needs and will work with the Multi-Disciplinary Team to facilitate comprehensive and timely discharges for this group of patients.

The role holder will complete psychosocial assessments with patients and their whānau and work in partnership with their allied, nursing and medical colleagues to facilitate supportive and safe discharges from hospital, with a focus on managing their health in the community. They will respond to a range of referrals including addressing complex social issues, adjustment to new diagnosis, and support discharge planning.

### **Clinical skills**

ORA Social Workers provide comprehensive and effective social work assessment and intervention for patients and their families and whānau to promote and support the best possible health outcomes, interdependence, autonomy and dignity of life.

### **Demographics**

The social worker will work with people from a wide range of cultures and from a spectrum of high to low deprivation and need across the Central Region of New Zealand.

## Key Accountabilities

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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.

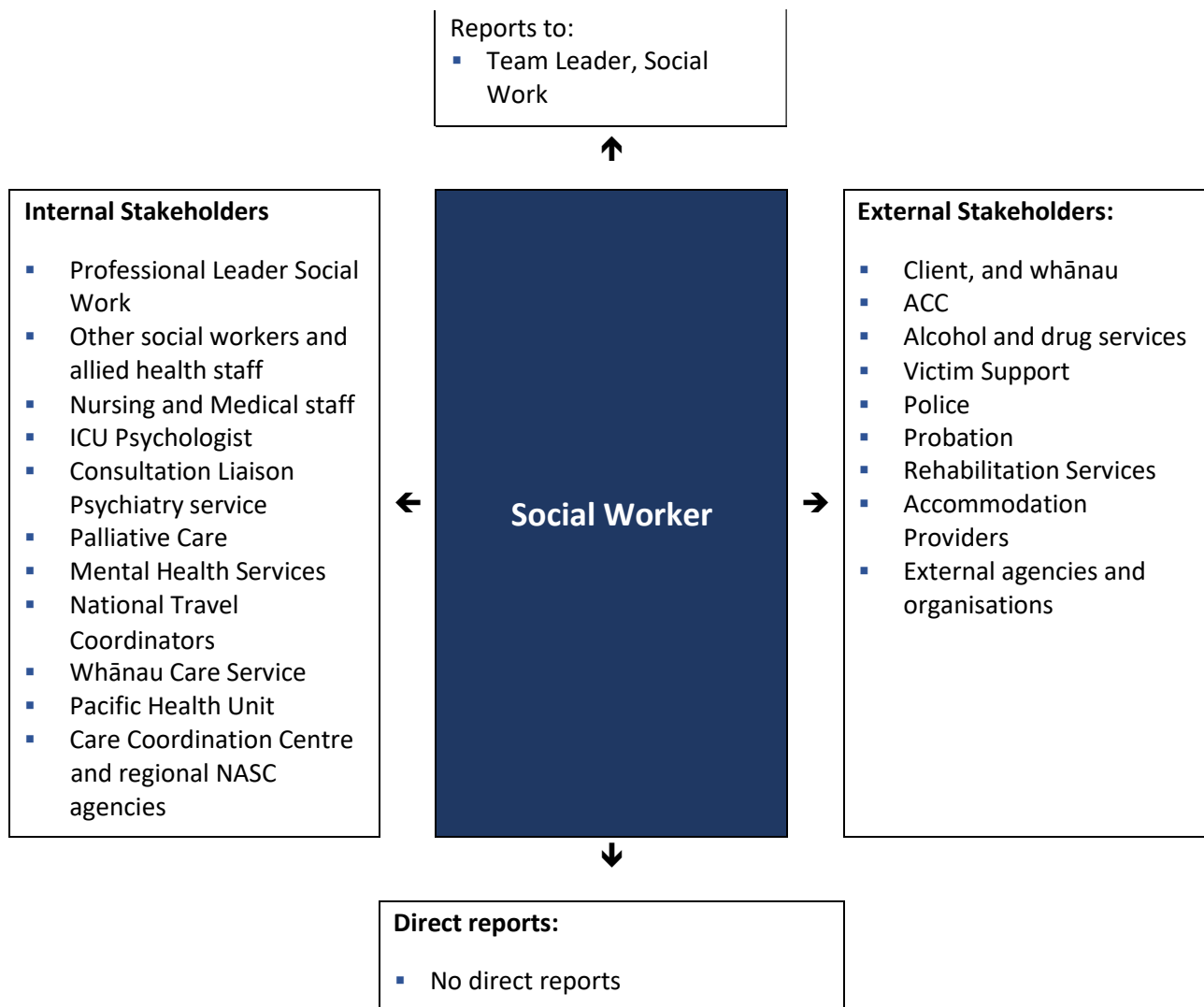
| Key accountabilities | Deliverables / Outcomes   |
|----------------------|---|
| 1. Clinical Practice | <ul style="list-style-type: none"> <li>▪ Takes legal and professional responsibility for managing own caseload of patients / clients with increasing complexity and be able to independently adapt 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> <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> </ul> |

| Key accountabilities   | Deliverables / Outcomes  |
|------------------------|--|
| 1. Clinical Practice   | <ul style="list-style-type: none"> <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 whanau;</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 whanau;</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 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 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> <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> </ul>  |

| Key accountabilities                | Deliverables / Outcomes   |
|-------------------------------------|---|
| 2. Teaching & Learning              | <ul style="list-style-type: none"> <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>   |
| 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> <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. Able to provide cover to a Saturday Social Work roster.

## 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>Problem Solving</b>  | <ul style="list-style-type: none"> <li>▪ Uses rigorous logic and methods to solve difficult problems with effective solutions;</li> <li>▪ Probes all fruitful sources for answers;</li> <li>▪ Can see hidden problems;</li> <li>▪ Is excellent at honest analysis;</li> <li>▪ Looks beyond the obvious and doesn't stop at first answers.</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 zeroes in on the critical few and puts the trivial many aside;</li> </ul>  |

| Competency                 | Behaviours   |
|----------------------------|--|
|                            | <ul style="list-style-type: none"> <li>Can quickly sense what will help or hinder in accomplishing a goal;</li> <li>Eliminates roadblocks;</li> <li>Creates focus.</li> </ul>  |
| <b>Interpersonal Savvy</b> | <ul style="list-style-type: none"> <li>Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation;</li> <li>Builds appropriate rapport;</li> <li>Builds constructive and effective relationships;</li> <li>Uses diplomacy and tact;</li> <li>Can diffuse even high-tension situations comfortably.</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>Team Work</b>           | <ul style="list-style-type: none"> <li>Develops constructive working relationships with other team members;</li> <li>Has 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> </ul> |
| <b>Self-Development</b>    | <ul style="list-style-type: none"> <li>Personally committed to and actively works to continuously improve;</li> <li>Understands that different situations and levels may call for different skills and approaches;</li> <li>Works to deploy strengths;</li> <li>Works on compensating for weakness and limits.</li> </ul>  |

## Experience and Capability

Essential qualifications, skills and experience

### A. Knowledge, Skills & Experience:

- Minimum of 3 years of professional practice, with at least 2 years within a health setting.
- Comprehensive psycho-social assessment;
- Risk assessment and safety planning;
- Recognising and responding to concerns and risks of safety for children (Child Protection) and indicators of family violence; with risks for care and safety of vulnerable and/or older adults;
- Assisting individuals and families to manage the impact of diagnosis and/or long-term health conditions; and/or disabilities;
- Supportive counselling;
- Exploring appropriate and available support services for patients and whānau;
- Facilitating family meetings;
- Navigating and working within the legal requirements of health care and social work;

- Liaising with doctors, nursing staff and other health professionals – working within a multi-disciplinary team;
- Liaising with and making relevant referrals to internal and external support agencies and services;
- Advocacy;
- Using reflective practice as a tool for growth and development;
- Trauma and Crisis intervention;
- Identifying and responding to grief, loss and bereavement concerns
- Navigating and using legislative frameworks related to family violence, care and protection of children and vulnerable adults/older people (including liaison with Oranga Tamariki)

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

- NZ Registered Social Worker with current annual practicing certificate;
- Member of Aotearoa New Zealand Association of Social Workers - Professional Association (desirable).

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

- Focus on delivering high quality care for the patient/client/whanau;
- Self-motivated in developing clinical and professional practice.

**D. Other**

- Current full NZ driver's license with ability to drive a manual and automatic car (required for roles based in the community or where the role may be required to work across multiple sites);
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail;
- A high standard of written and spoken English.

**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.