

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Registered Social Worker
Reports to	Team Leader
Location	Porirua
Department	Mental Health Needs Assessment Service Coordination (MHNASC)
Date	29/07/2026
Salary band (indicative)ⁱ	\$77,087 - \$110,210
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role 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, and 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 Result Area	Expected Outcomes / Performance Indicators
Clinical Practice	• 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; • Carries out comprehensive assessment with people (and whānau where appropriate). This may include use of standardised assessments to assist in assessment and intervention planning; • 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); • 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; • Assesses the person'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); • Regularly reassesses and evaluates the person's progress against • identified goals and adjust intervention as situations change; • Refers on to other services to work with the person towards achievement of longer term goals; • Demonstrates provision of culturally safe and bicultural practice with people and their whānau; • Demonstrates an awareness of health inequalities, with evidence of implementing actions within own clinical practice towards reducing these for people and/or whānau; • 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; • Completes documentation consistent with legal and organisational requirements; • Adheres to any applicable recognised best practice for social work and any relevant clinical policies and practice guidelines; • Provides advice, teaching and instructions to people and their whānau, and other professionals to promote consistency of support being delivered;

	• Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision; • Identifies unmet needs of people and identifies potential solutions to address these needs; • Demonstrates an understanding of the roles of the multidisciplinary team
Teaching & Learning	• Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This should comply with professional registration requirements; • Contributes to training within the team/service; • Supervises, educates and assesses the performance of social work students; • Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams; • Demonstrates the ability to critically evaluate research and apply to practice; • Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice; • Involved in the induction and training of newly appointed staff as required; • Completes mandatory training as applicable for the role; • Participates in an annual performance review and associated clinical assurance activities • Participates in regular professional supervision in line with the organisations requirements and/or professional body; • Provides mentoring and clinical support and/or professional supervision where required.
Leadership & Management	• Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested; • Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested; • 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.
Service Improvement and Research	• 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; • 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; • Develops and/or participates in regional/sub regional professional networks as appropriate to area of work;

	- Establishes working partnerships with external organisations to promote integrated working; - Contributes to annual planning process, including identifying gaps in service and participating in work/projects that may result from the planning process; - Practises in a way that utilises resources (including staffing) in the most cost effective manner; - 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.
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Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
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.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
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Relationships

External	Internal
• People and their whanau • Other District Speciality Inpatient Teams • District community teams • Non-Government Organisations • Recognised social work tertiary education providers • Other NASC services • Professional Registration board • Professional Association • Social work students	• Other members of the wider MDT • MHAIDS community mental health teams • MHAIDS inpatient acute and rehabilitation services • Operations Manager • Professional Leader for Social Work • Consumer consultants and advisors • Cultural consultants and advisors

About you – to succeed in this role

You will have

Essential:

- New Zealand Registered Social Worker;
- A current Annual Practicing Certificate (APC) and scope appropriate to place of work;
- Minimum of 3 years clinical experience;
- Member of Aotearoa New Zealand Association of Social Workers – Professional Association (desirable).
- 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 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
- 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.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
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ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.