

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	Social Worker
Reports to	Service Manager, Inpatient Allied Health
Location	Wellington Hospital
Department	Inpatient Allied Health Social Work
Date	
Salary band (indicative)ⁱ	Allied Collective Agreement – Designated Positions Scale D.
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:

Provide day to day leadership, operational management and planning for the team in order to deliver a sustainable, high quality service that contributes to the achievement of organisational goals

This role is one of 11 allied health leadership roles in the Capital, Coast & Hutt Valley Inpatient Allied Health service. It provides day to day leadership and management of the Social Work department. The team is comprised of around 23FTE Social Workers who work with adult and paediatric patients and their whānau. The service is currently provided Monday to Saturday and the role is responsible for ensuring that rosters are planned to enable this to occur.

The team has a mix of new graduates and experienced staff members. As well as providing clinical interventions in an acute setting, this role manages those working in community and outpatient services in clinical areas such as renal dialysis and paediatrics.

The role works alongside the CCHV Professional Leader for Social Work in many situations. This includes workforce development and service improvements; and implementing practice changes that align with Health New Zealand priorities.

There is also a close working relationship with the Community Team Leaders, Child Development Service and the Inpatient Allied Health Team Leader at Kenepuru Hospital, as well as the NASC.

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.

The employee may be required to work in other areas as identified or following a reasonable request in order to support the organisation in managing patient/client care and maintaining service delivery

Key Result Area	Expected Outcomes / Performance Indicators
Leadership and Management	- Actively participates as a member of the leadership team, contributing to the achievement of strategic direction for the service; - Actively supports staff “on the floor” including monitoring allocation of resources and anticipating changing requirements that may impact on work delivery and the ability to meet the needs of the patient / consumer / tangata whaiora in an efficient, accessible and equitable manner; - Communicates daily with the Nurse Manager(s) and/ or Operations Centre to inform of resource allocation and other relevant issues affecting acute flow; - Manages leave requests to support the health and well-being of employees and balance the need for optimal operational coverage throughout the year; - Motivates and inspires others to perform to their best, recognising and valuing their work and supporting staff to be accountable for their actions; - Creates and fosters a culture for continuous quality improvement; - Encourages the team to learn, reflect and understand the context in which the service operates; - Leads the development of annual service plan that aligns with the organisation’s strategic goals and values; - Represents the team / service at directorate, organisational and cross organisational (i.e. sub regional, national) forums as agreed with the line manager, and delegating to clinical staff as appropriate; - Presents a credible and positive profile for the service both within and external to the DHB; - Identifies risks, completes mitigation plans, communicates risks to others and escalates as appropriate. This may include providing advice to services across the organisation; - Completes recruitment processes ensuring policies are followed to deliver required patient/client services. Mitigation plans are put in place where unable to recruit suitably skilled staff - Uses workforce management approaches that identify future workforce needs for the team, inclusive of strategies for recruitment, retention, succession planning and career

	development. This could potentially be across services and the sub region; ▪ Works in collaboration with professional and other leaders around meeting long term workforce needs for the team; ▪ Develops strategies for increasing the number of Maori and Pacific in the workforce, to enable alignment to the population served; ▪ Demonstrates an awareness of health inequalities and supports workforce and service initiatives that contribute towards reducing these inequalities; ▪ Responds to complaints and reportable events within own service and provides support to other managers where the service and/or staff are involved as a secondary service; ▪ Addresses performance issues and/or complaints about staff (in partnership with managers when outside own service) including reporting to registration boards or equivalent as required; ▪ Actively engages in developmental conversations and performance reviews for staff members; ▪ Monitors, analyses and reports on financial performance and efficiency of own service(s) ensuring plans are implemented to ensure delivery of work is carried out within budget; ▪ Ensures own and teams compliance with organisational policies and procedures; ▪ Provides timely and accurate reports as required; ▪ Contributes to relevant certification and accreditation activities; ▪ Awareness of and complies with all legislative, contractual and employment requirements as applicable to the role (e.g. Privacy Act 1993, Vulnerable Children's Act 2014, ACC service specifications etc.); ▪ Awareness of and complies with responsibilities under the Health and Safety at Work Act 2015;
Clinical Practice	Where the role has a clinical component, demonstrates practice that meets the clinical pillar expectations of advanced allied health professional level roles or greater: ▪ 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; ▪ Utilises information available to prioritise patients/clients to enable appropriate allocation of referrals and workload with staff in the team; ▪ Carries out comprehensive assessment with patients (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 patient's own goals and those of the wider multidisciplinary team (MDT); ▪ 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; ▪ 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); ▪ Regularly reassesses and evaluates the patient / client's progress against identified goals and adjust intervention as situations change; ▪ Refers on to other services to work with the patient/client towards achievement of longer term goals; ▪ Develops comprehensive discharge / transfer plans as appropriate; ▪ Carries out regular clinical risk assessments for patients/ clients on own caseload and takes action to effectively manage identified risks, seeking support where appropriate; ▪ 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; ▪ 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; ▪ 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 patients, carers, relatives 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 patients and identifies potential solutions to address these needs; ▪ Demonstrates an understanding of the roles of the multidisciplinary team. ▪ Takes responsibility for providing day to day clinical leadership, including providing clinical advice, support and guidance to team members; ▪ Promotes culturally safe / bicultural practice and competency working with patient/clients and whanau; ▪ Ensures all staff are engaged in quality assurance activities appropriate to their role; ▪ Ensures all staff are working within their scopes of practice as per registration board / professional association or organisational policy expectations; ▪ Promotes effective communication amongst the team in order to share expertise and information.
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Teaching and Learning	• 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; • 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 patients, carers, relatives 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 patients and identifies potential solutions to address these needs; • Demonstrates an understanding of the roles of the multidisciplinary team. • Takes responsibility for providing day to day clinical leadership, including providing clinical advice, support and guidance to team members; • Promotes culturally safe / bicultural practice and competency working with patient/clients and whanau; • Ensures all staff are engaged in quality assurance activities appropriate to their role; • Ensures all staff are working within their scopes of practice as per registration board / professional association or organisational policy expectations; • Promotes effective communication amongst the team in order to share expertise and information. • Utilises workforce plans to ensure learning and development solutions are in place for team members which support service delivery. • Works with professional leaders to facilitate optimal learning experiences for students; • Ensures supervision and mentoring arrangements are in place for team members and are working well; • Supports and encourages the team and other health professionals in developing collaborative inter-professional learning opportunities (across professions, services, sectors and systems); • Support and promote audit and research that aligns with organisational strategic direction.
Service Improvement and Research	• Actively contributes to, or leads service improvement activities in discussion with manager(s). This includes making recommendations and where accepted, implementing changes in models of practice in line with evidence based practice (where available), research evidence and audit activity aligned with the strategic direction of service /organisation;

	• Contributes to organisational annual planning process (strategic and operational) including identifying gaps in service, budget requirements, capital expenditure and participates in work / projects that may result from the planning process; • Oversees and is responsible for development and implementation of systems and processes, ensuring that services are efficient, accessible, equitable and meet contractual requirements and patient/clients' needs; • Identifies and supports opportunities for innovative clinical practice within the team in collaboration with others, which will provide benefits aligned to the Triple Aim; • Ensures team/profession specific protocols, pathways and policies are developed, maintained and aligned with evidence based practice. Where appropriate seeks out, shares and develops these across services to promote integration and consistency in service delivery for patient/clients/clients across the region; • Actively participates in national, regional and sub-regional working groups / clinical networks to identify and implement service improvements as appropriate; • Establishes working partnerships with consumers, other services / external organisations to promote safe and integrated working that improves the outcomes and experience of patients / clients; • Practises in a way that utilises resources (including staffing) in the most sustainable and cost effective manner.
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.
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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
▪ Charge Nurse Managers ▪ Clinical and operational leadership across other services ▪ Chief Allied Professions Office ▪ NASC agencies ▪ Non-Governmental Organisations (NGOs) ▪ Oranga Tamariki ▪ Home and Community Support Services ▪ Legal Services ▪ Family Violence services ▪ Child and Family Safety Service	▪ Social Work Professional Leader ▪ ORA clinicians working in outpatient and community teams ▪ Team Leaders within CCHV District • Professional Leaders within CCHV District

About you – to succeed in this role

You will have

Essential:

- NZ Registered Social Worker with current annual practicing certificate
- Expectation of at least 6 years practice working in a health or other relevant setting.
- Advanced clinical experience and knowledge.
- Demonstrated leadership skills or potential.
- Experience of leading, motivating and developing others
- Demonstrated commitment to quality, safety and clinical governance.
- Experience in collaborative interprofessional practice.
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail.
- A high standard of written and spoken English.
- Experience in clinical leadership, providing support and mentoring for other staff.

- The integration of evidence and research based practice into the management patients.
- A commitment and understanding of the Treaty of Waitangi (and application to health) and a willingness to work positively in improving health outcomes for Maori.
- Current full NZ driver's licence 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).

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.
- Have knowledge of, and familiarity with, other health services including the differing paradigms in which they deliver health services.
- Demonstrate research and practice development
- Focused on delivering high quality care for the patient/client/whānau.
- Coordinate effective, efficient and planned service provision.

Desired:

- Relevant post graduate qualification(s) or working towards this.
- Be passionate about equity in the healthcare setting.
- Have the ability to use reflective practice as a tool for growth and development
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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.