


| | | | | |
|--|---|--|--------------------------------------|--------------------------------|
|  | POSITION TITLE | Registered Social Worker (RSW) | | |
| | DIRECTORATE | Older Persons, NASC HB and Allied Health Service | DEPARTMENT | EngAGE Community Allied Health |
| | REPORTING TO (operationally) | EngAGE Community Allied Health Team Leader | REPORTING TO (professionally) | Social Work Professional Lead |
| DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS | This role covers the Older Persons, NASC HB and Allied Health Therapy Services in the Hawke's Bay District Health Board (HBDHB) as part of a community based Interprofessional Team. Clients are seen in their own homes and in out-patient settings. | | | |
| PURPOSE OF THE POSITION | <ul style="list-style-type: none"> • A social worker provides safe and clinically effective patient / client/ tangata whaiora and whānau assessment and intervention, within a specific clinical area with a development of more in depth knowledge and skills. • To ensure and prioritise a focus on patient/ client/ tangata whaiora and whānau safety and quality relating to care and processes within the Engage Community Allied Health Service. • Delivery of organisational KPI's including relevant MOH target, financial budgets and service plans. • To recognise, participate and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. | | | |
| KEY DELIVERABLES | <p>Clinical Practice- Te Mahi Haumanu</p> <ul style="list-style-type: none"> • Takes professional, statutory and organisational responsibility for managing a caseload of patients/ clients/ tangata whaiora with increasing complexity, and be able to independently adapt and make decisions regarding Social Work intervention. • Utilises information available to prioritise patients/ clients/ tangata whaiora to enable appropriate allocation of referrals and workload balance across the team. Demonstrates ability to organise workload and accept responsibilities for clinical outcomes and outputs. • Carries out comprehensive assessment with patients/ clients/ tangata whaiora and their whānau. This may include use of standardised, non-standardised assessments and observations 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 is in partnership with the patients / clients/tangata whaiora and their whānau and the clinical advice of the wider inter professional (IPP) and /or multidisciplinary (MDT) team. • Utilises relationship centred practice and demonstrates effective communication to establish a therapeutic relationship and focus on the agreed goals with patients / clients/ tangata whaiora, their whānau and the interprofessional (IPP) and multidisciplinary (MDT) team, including the wider health team and external agencies. 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 patients / clients/ tangata whaiora performance and progress against identified goals and adjusts intervention as situations change. • Develops comprehensive discharge / transfer plans (as appropriate) with patients / clients/ tangata whaiora and their whānau. • Carries out clinical risk assessments for clients/tangata whaiora and their whānau on own caseload and takes action to effectively manage and mitigate identified risks, seeking support where appropriate. This may include assessing, advising and supporting colleagues to address harm to self and/or others, elder abuse and neglect, family violence, child abuse, neglect and vulnerable adults. • Acts as a resource and provides advice for colleagues and supports relevant applications of statutory requirements related to Protection of Personal and Property Rights (PPPR) Act/ Enduring Power of Attorney (EPOA), Mental Health (MH) act, family violence and abuse. • Navigating and using legislative frameworks related to family violence, care and protection of children and vulnerable adults/older people (including liaison with Oranga Tamariki, and using EPOA /PPPR /MH Act). • Demonstrates and appropriately responds to bi-cultural treaty obligations to address inequalities and ensure equal or better outcomes taking into account impacts of deprivation and health and social inequalities. • Demonstrates provision of culturally safe practice with clients/ patients/tangata whaiora and their whānau. • Able to demonstrate a good foundation of knowledge and understanding of the Family Violence Intervention (FVI) and Elder Abuse and Neglect (EAN) processes within the HBDHB and the special role | | | |

that RSW are identified as holding in this area. Is able to provide guidance, assistance and advice to other staff re: these processes. E.g. Screening for and following up concerns regarding suspected intimate partner abuse. Logging Reports of Concern (ROC).

- Able to demonstrate a good foundation knowledge and understanding of PPPR process within the HBDHB and the special role that RSW are identified as holding in this area. Is able to complete the PPPR process and provide guidance, assistance and advise to families and other staff re: the process.
- Represents the service and / or individual clients/ tangata whaiora and their whānau at clinical meetings and case conferences to ensure the delivery of a coordinated interprofessional service and to ensure social work is integrated into the overall intervention and is collaborative.
- Completes health record documentation consistent with legal, professional and organisational requirements.
- Adheres to any applicable recognised best practice for social work and any relevant clinical policies and practice guidelines.
- Teaching and coaching with patients/ clients/ tangata whaiora and their whānau and other professionals to promote health literacy ensuring engagement and understanding.
- 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/ clients/ tangata whaiora and their whānau and identifies potential solutions to address these needs.
- Demonstrates an understanding of the roles and contributions of the members of the interprofessional and multidisciplinary team.
- Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patients/ clients/ tangata whaiora and whānau care and maintaining service delivery.

| | | |
|----------------------------------|---|--|
| KEY DELIVERABLES | <p>Leadership & Management - Te Ārahi me te Whakahaere</p> <ul style="list-style-type: none"> • Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as required. • Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested. • Directs and delegates work to allied health (AH) assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication is carried out. | |
| KEY DELIVERABLES | <p>Teaching & Learning - Ako Atu, Ako Mai</p> <ul style="list-style-type: none"> • Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements. • Contributes to training within the team/service. • Supervises, educates and assesses the performance of social work students. • Provides mentoring, clinical support and professional supervision where required. • Provides inter professional 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. • Role models Hawke’s bay health sector values and behaviours. • Completes mandatory training as applicable for the role. • Participates positively in an annual performance review and associated clinical assurance activities. • Participates regularly in professional supervision in line with the organisations requirements and professional body. | |
| KEY DELIVERABLES | <p>Service Improvement & Research - Te Whakapai Ratonga me te Rangahau</p> <ul style="list-style-type: none"> • 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. • 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 activities 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.). | |
| HEALTH & SAFETY RESPONSIBILITIES | <p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p> | |
| KEY WORKING RELATIONSHIPS | <p>INTERNAL</p> <ul style="list-style-type: none"> • engAGE Team Leader, Social Work Professional Lead & Director of Allied Health • engAGE clinical co-ordinators and team members • Te Wāhanga Hauora Māori HBDHB • Other clinical teams relevant to supporting the Tangata Whaiora and whānau journey | <p>EXTERNAL</p> <ul style="list-style-type: none"> • Client/tangata whaiora and their whānau • Community Services and Agencies • All other Health Providers, including PHOs, GPs |

| | | |
|--|--|--|
| | <ul style="list-style-type: none"> • Inpatient MDT members (medical team, nurses, allied health) • Equipment Store Coordinator and staff • Administration team | |
| DELEGATION AND DECISION | <ul style="list-style-type: none"> • Nil | |
| HOURS OF WORK | To be confirmed with successful applicant | |
| EMPLOYMENT AGREEMENT & SALARY | In accordance with Allied, Public Health and Technical Multi Employer Collective Agreement (MECA) \$62,671- \$77,330 gross per annum according to qualifications and experience. | |
| DATE | May 2020 | |
| EXPENDITURE & BUDGET ACCOUNTABILITY | N/A | |
| SCOPE & COMPLEXITY | <ul style="list-style-type: none"> • Working in a busy environment requiring robust organisation skills, time management and efficient communication skills. • Ensure smooth and effective pathway for tamariki / rangatahi / whānau /kaumatau/kuia referred to the service to ensure barriers to services are reduced. • Competent engaging and addressing cultural needs of the consumer and whānau. • A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi. • Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare. • Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways. • Ability to build constructive and effective rapport and relationships with services outside of the engAGE Community Allied Health Team. | |

Our shared values and behaviours



1 HE KAUANUANU RESPECT *Showing respect for each other, our staff, patients and consumers*

- | | | |
|-------------------|---|--|
| Welcoming | <ul style="list-style-type: none"> ✓ Is polite, welcoming, friendly, smiles, introduce self ✓ Acknowledges people, makes eye contact, smiles | <ul style="list-style-type: none"> ✗ Is closed, cold, makes people feel a nuisance ✗ Ignore people, doesn't look up, rolls their eyes |
| Respectful | <ul style="list-style-type: none"> ✓ Values people as individuals; is culturally aware / safe ✓ Respects and protects privacy and dignity | <ul style="list-style-type: none"> ✗ Lacks respect or discriminates against people ✗ Lacks privacy, gossips, talks behind other people's backs |
| Kind | <ul style="list-style-type: none"> ✓ Shows kindness, empathy and compassion for others ✓ Enhances peoples mana | <ul style="list-style-type: none"> ✗ Is rude, aggressive, shouts, snaps, intimidates, bullies ✗ Is abrupt, belittling, or creates stress and anxiety |
| Helpful | <ul style="list-style-type: none"> ✓ Attentive to people's needs, will go the extra mile ✓ Reliable, keeps their promises; advocates for others | <ul style="list-style-type: none"> ✗ Unhelpful, begrudging, lazy, 'not my job' attitude ✗ Doesn't keep promises, unresponsive |

1 ĀKINA IMPROVEMENT *Continuous improvement in everything we do*

- | | | |
|---------------------|---|--|
| Positive | <ul style="list-style-type: none"> ✓ Has a positive attitude, optimistic, happy ✓ Encourages and enables others; looks for solutions | <ul style="list-style-type: none"> ✗ Grumpy, moaning, moody, has a negative attitude ✗ Complains but doesn't act to change things |
| Learning | <ul style="list-style-type: none"> ✓ Always learning and developing themselves or others ✓ Seeks out training and development; 'growth mindset' | <ul style="list-style-type: none"> ✗ Not interested in learning or development; apathy ✗ "Fixed mindset, 'that's just how I am', OK with just OK |
| Innovating | <ul style="list-style-type: none"> ✓ Always looking for better ways to do things ✓ Is curious and courageous, embracing change | <ul style="list-style-type: none"> ✗ Resistant to change, new ideas; 'we've always done it this way'; looks for reasons why things can't be done |
| Appreciative | <ul style="list-style-type: none"> ✓ Shares and celebrates success and achievements ✓ Says 'thank you', recognises people's contributions | <ul style="list-style-type: none"> ✗ Nit picks, criticises, undermines or passes blame ✗ Makes people feel undervalued or inadequate |

1 RARANGA TE TIRA PARTNERSHIP *Working together in partnership across the community*

- | | | |
|---------------------|---|--|
| Listens | <ul style="list-style-type: none"> ✓ Listens to people, hears and values their views ✓ Takes time to answer questions and to clarify | <ul style="list-style-type: none"> ✗ 'Tells', dictates to others and dismisses their views ✗ Judgmental, assumes, ignores people's views |
| Communicates | <ul style="list-style-type: none"> ✓ Explains clearly in ways people can understand ✓ Shares information, is open, honest and transparent | <ul style="list-style-type: none"> ✗ Uses language / jargon people don't understand ✗ Leaves people in the dark |
| Involves | <ul style="list-style-type: none"> ✓ Involves colleagues, partners, patients and whanau ✓ Trusts people; helps people play an active part | <ul style="list-style-type: none"> ✗ Excludes people, withholds info, micromanages ✗ Makes people feel excluded or isolated |
| Connects | <ul style="list-style-type: none"> ✓ Pro-actively joins up services, teams, communities ✓ Builds understanding and teamwork | <ul style="list-style-type: none"> ✗ Promotes or maintains silo-working ✗ 'Us and them' attitude, shows favouritism |

1 TAUWHIRO CARE *Delivering high quality care to patients and consumers*

- | | | |
|---------------------|---|---|
| Professional | <ul style="list-style-type: none"> ✓ Calm, patient, reassuring, makes people feel safe ✓ Has high standards, takes responsibility, is accountable | <ul style="list-style-type: none"> ✗ Rushes, 'too busy', looks / sounds unprofessional ✗ Unrealistic expectations, takes on too much |
| Safe | <ul style="list-style-type: none"> ✓ Consistently follows agreed safe practice ✓ Knows the safest care is supporting people to stay well | <ul style="list-style-type: none"> ✗ Inconsistent practice, slow to follow latest evidence ✗ Not thinking about health of our whole community |
| Efficient | <ul style="list-style-type: none"> ✓ Makes best use of resources and time ✓ Respects the value of other people's time, prompt | <ul style="list-style-type: none"> ✗ Not interested in effective user of resources ✗ Keeps people waiting unnecessarily, often late |
| Speaks up | <ul style="list-style-type: none"> ✓ Seeks out, welcomes and give feedback to others ✓ Speaks up whenever they have a concern | <ul style="list-style-type: none"> ✗ Rejects feedback from others, give a 'telling off' ✗ 'Walks past' safety concerns or poor behaviour |

ESSENTIAL CRITERIA

Qualifications

- NZ Registered Social Worker with current annual practicing certificate (APC).
- Bachelor of Social Work Degree (or higher) recognised by New Zealand Social Work Registration Board.

Experience

- Minimum of 2-5 years clinical practice.
- Clinical experience applicable to role.
- Focus on delivering high quality intervention for the client/patient and whānau.

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.

Key Attributes

- Self-motivated in developing clinical and professional practice.
- Ability to contribute positively to the interprofessional /multidisciplinary team.
- Effective communication skills (oral and written).
- Positive attitude with problem solving focus.
- Excellent prioritising and time management skills.
- Excellent clinical reasoning and judgement skills.
- Ability to work autonomously.
- A commitment to continuous quality improvement.

Effectively Engaging with Māori

- Demonstrates the ability to engage effectively and respectfully with Māori consumers (patients/families/whanau) and staff.
- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori.
- Demonstrates ability to apply the Treaty of Waitangi within the Service.
- Shows commitment to, and demonstrates the behaviours of the health sector.

Physical requirements for role: -

As per clinical roles in the Hawkes bay DHB Physical Requirements and Vaccination Status Guidelines May 2019.

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination.

DESIRABLE CRITERIA

- Member of Aotearoa New Zealand Association of Social Workers - Professional Association.
- Experience speaking and teaching to groups.