

Position Description

Position	Registered Social Worker – Older Persons
Team / Service	Older Persons Mental Health (OPMH) , Older Persons & Rehabilitation Service (OPRS)
Group	Community, Older Adults and Allied Health
District	Capital, Coast & Hutt Valley
Responsible to	Team Leader - Older Persons Mental Health
Children's Act 2014	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years
Location	This position is expected to work from Hutt Hospital and in the Hutt Valley community.

Te Whatu Ora

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

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.

Te Wao Nui, the Child Health Service for the Wellington Region and Central New Zealand based in the new purpose built children's hospital on the Wellington Regional Hospital campus, supports babies to adolescents with medical conditions or who may need paediatric surgery. It provides both hospital and outpatient services.

Women's Health Services provide tertiary level maternity care in Wellington and Hutt Regional Hospitals and a Primary Birthing Unit in Kenepuru. The provision of services from Women's Health encompass community-based primary LMC care and breastfeeding support, and tertiary level obstetrics, gynaecology, and other specialist services.

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

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

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

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.

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.

Team/Service Perspective

The Older Persons Mental Health (OPMH) Service is a mental health speciality service which is part of the Community, Allied Health and Older Persons Group based at Hutt Hospital and working in the Lower and Upper Hutt communities.

The service is primarily community based and provides specialist assessment, treatment and rehabilitation services for older people with a recent onset, functional mental illness with co-existing physical illness, frailty or significant cognitive impairment; dementia associated with significant behavioural and psychological symptoms (BPSD); and those with complex physical and mental health needs where co-management across services may be needed.

We primarily visit clients and whānau in their homes as well as providing support, education and resources to the aged care sector and other community NGOs.

The service also incorporates access to a small number of inpatient beds in an Older Persons and Rehabilitation ward to facilitate assessment, treatment and interventions for clients with complex presentations. The focus of the service is on providing evidenced based interventions in response to complex presenting needs with a primary focus of providing the least restrictive intervention to facilitate ageing in place where possible.

The Social Worker is a valued member of the multidisciplinary team which consists of Psychiatrists with a specialty in older age, Occupational Therapists, Mental Health Nurses, a Psychologist and Nurse Practitioner. The Social Worker will work both individually and alongside their team colleagues with service users and their family/whānau. They will work with a variety of complex presentations including complex older adults with mental health conditions and/or dementia with behavioural or psychological symptoms. A strength based approach is used and case management will be required. The Social Worker is often one of several health professionals working with each client (both within the OPMH team, and across the wider hospital and primary care teams). The OPMH team aims to work collaboratively and seamlessly with other services to meet the person's needs.

Purpose of the role

- Provision of high quality Social Work assessment and intervention for clients who are experiencing mental illness and/or cognitive impairment, ensuring clients' needs are met in a culturally, clinically and legally safe manner
- To work collaboratively as part of a multidisciplinary team primarily in the community with some input for selected inpatients on the ward.

- To provide other services to support the development and function of the team and the organisation as whole which include, but are not limited to staff training, supervision, and service development activities.
- contributing to the development of interdisciplinary treatment goals in collaboration with clients and whanau
- completing comprehensive assessments and plans collaboratively with clients and whanau
- delivering social work intervention (direct/indirect) to support the treatment and goals of clients
- ensuring equitable consideration to cultural diversity in the multidisciplinary team process
- assisting clients and whanau to achieve optimal health, well-being and safety through provision of appropriate assessment, treatments, rehabilitation and education
- networking with community agencies to achieve outcomes agreed by the multidisciplinary team
- navigating the legislative areas involved with the PPPR Act, Mental Health Act and legalities around Enduring Power of Attorney and competency
- liaising with whanau, service users, the family court, government agencies and NGO's
- assisting individuals and carers to manage the impact of long term conditions and plan for the future
- supporting with and providing strategies for managing carer stress and loss
- conflict resolution and advocacy
- mental health assessment, risk management and case management

Key Accountabilities

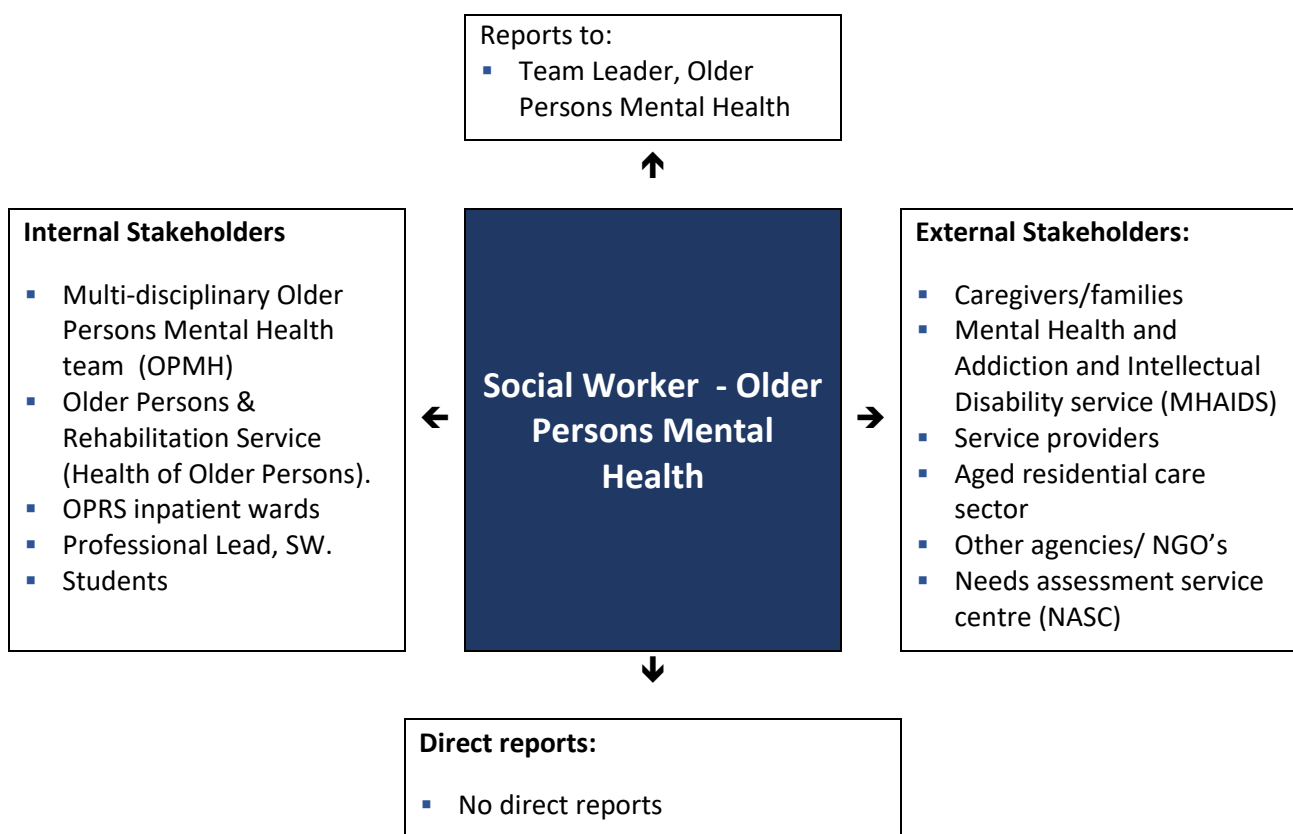
The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Key accountabilities	Deliverables / Outcomes
1. Technical outcomes / accountabilities	▪ 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 assessments 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 to set expectations with patients /

Key accountabilities	Deliverables / Outcomes
	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 significant cognitive difficulties). ▪ Regularly reassesses and evaluates the patient / client's progress against identified goals and adjusts intervention as situations change. ▪ Develops comprehensive discharge / transfer plans as appropriate. ▪ Refers on to other services to work with the patient / client towards achievement of longer term goals. ▪ 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. ▪ Demonstrates provision of culturally safe and bicultural practice with patients and their whānau. ▪ 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. ▪ 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 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.
2. Leadership	▪ Can orchestrate multiple activities at once to accomplish a goal ▪ Uses resources effectively and efficiently ▪ Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested.

Key accountabilities	Deliverables / Outcomes
	- 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.
3.Stakeholder engagement	- Demonstrates effective communication and stakeholder engagement - Build rapport and networks easily - Relates well to a wide range of people
4. Continuous improvement and innovation	- 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 / 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.
5. Te Tiriti o Waitangi	- Work in partnership with stakeholders to achieve our equity goals for Māori and ensure Te Tiriti o Waitangi obligations are adhered to - Equity outcomes are front and centre in goals, performance monitoring and plans for service and team performance - Cultural competence is grown across the team, supporting inclusion and partnership.
6. Health & Safety	- Ensure all Health & Safety obligations under the legislation are applied and managed to and that a culture of safe practice is second nature - Actively support and ensure compliance with Health & Safety policy and procedures; ensuring staff also support and comply. - Maintain a proactive culture of Health & Safety supported by systems. - Ensure providers are aware of and have processes to comply with their health and safety responsibilities

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
Interpersonal Savvy	- Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation - Builds appropriate rapport - Builds constructive and effective relationships - Uses diplomacy and tact - Can diffuse even high-tension situations comfortably
Organising	- Can marshal resources (people, funding, material, support) to get things done - Can orchestrate multiple activities at once to accomplish a goal - Uses resources effectively and efficiently - Arranges information and files in a useful manner
Planning	- Accurately scopes out length and difficulty of tasks and projects - Sets objectives and goals - Breaks down work into the process steps - Develops schedules and task/people assignments - Anticipates and adjusts for problems and roadblocks - Measures performance against goals

Competency	Behaviours
	Evaluates results
Decision Quality	- Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement - Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time - Sought out by others for advice and solutions
Problem Solving	- Uses rigorous logic and methods to solve difficult problems with effective solutions - Probes all fruitful sources for answers - Can see hidden problems' - Is excellent at honest analysis - Looks beyond the obvious and doesn't stop at the first answer
Quality & Innovation	- Provides quality service to those who rely on one's work. - Looks for ways to improve work processes - suggests new ideas and approaches. - Explores and trials ideas and suggestions for improvement made by others. - Shows commitment to continuous learning and performance development.
Negotiating	- Can negotiate skilfully in tough situations with both internal and external groups; - Can settle differences with minimum noise; - Can win concessions without damaging relationships; - Can be both direct and forceful as well as diplomatic; - Gains trust quickly of other parties to the negotiations; - Has a good sense of timing

Experience and Capability

Essential qualifications, skills and experience

A. Knowledge, Skills & Experience:

- Minimum of 5 years clinical social work practice
- Working knowledge of Protection of Personal and Property Rights (PPPR) and the New Zealand Mental Health Act required.
- Proven experience working with complex psychosocial presentations.
- Proven experience of working with older patients and families
- Clinical experience in mental health (desirable).
- Clinical experience working autonomously in the community (desirable)
- Skilled at exploring and building relationships with appropriate and available support services for clients and their families in the local community

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)
- Drivers licence

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

- Promoting equity and developing equitable access to care
- Having an understanding of and a commitment to the Treaty of Waitangi
- Focused on delivering high quality care for the patient/client/whanau
- Being self-motivated in developing clinical and professional practise
- Attention to using reflective practise as a tool for growth and development
- Developing strong relationships with colleagues and key community agencies.
- Maintaining excellent communication with all stakeholders

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