Health New Zealand
Te Whatu Ora

# 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** | Lower Hutt |
| **Department** | Hutt Crisis Resolution Service |

| | |
|---|---|
| **Date** | 22/07/2026 |
| **Salary band (indicative)**[i] | SP |
| **Children's Worker role**[ii] | 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:

Clinically support mental health service users during periods when they are experiencing moderate to severe periods of psychiatric illness that require assessment, treatment and support to assist the individual and their whānau and supports along the recovery journey, back to primary health care. Our client group is diverse, and we cover a broad-spectrum both socioeconomically and culturally. Specialist services also cater to specific population groups eg. Māori Mental Health, Health Pacifica, Maternal or Community Drug and Alcohol Services.

The Social Worker is responsible for providing clinically effective service users assessment, treatment, intervention and goal setting with service users. This includes treatment /recovery plans developed together with the service users and family/whanau. The role also involves on –going monitoring and discharge panning.

Along with case management the Social Worker also provides individual and group work, education and providing sound clinical and cultural knowledge in the MDT discussions. The Social Worker will work closely with service users /whanau and community agencies to achieve the outcomes agreed by the multidisciplinary process. The Social Worker will also

contribute to their own professional development activities as well as wider social work activities within the DHB.

| Key Result Area | Expected Outcomes / Performance Indicators |
|---|---|
| **Clinical Practice** | • 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;<br>• Utilises information available to prioritise patients/clients to enable appropriate allocation of referrals and workload, with staff in the team;<br>• Carries out comprehensive assessment with patients (and whānau where appropriate) This may include use of standardised assessments to assist in assessment and intervention planning;<br>• 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);<br>• 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;<br>• 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);<br>• Regularly reassesses and evaluates the patient / client's progress against identified goals and adjust intervention as situations change;<br>• Develops comprehensive discharge / transfer plans as appropriate;<br>• Refers on to other services to work with the patient/client towards achievement of longer term goals;<br>• 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;<br>• Demonstrates provision of culturally safe and bicultural practice with patients and their whānau.<br>• 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.<br>• 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<br>is integrated into the overall intervention (where appropriate)including discharge planning.<br><br>Completes documentation consistent with legal and organisational requirements;<br>• Adheres to any applicable recognised best practice for social work and any relevant clinical policies and practice guidelines;<br>• Provides advice, teaching and instructions to patients, carers, relatives and other professionals to promote consistency of support being delivered;<br>• Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision;<br>• Identifies unmet needs of patients and identifies potential solutions to address these needs;<br>• 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;<br>• Contributes to training within the team/service;<br>• Supervises, educates and assesses the performance of social work students;<br>• Provides interdisciplinary education in direct clinical area, or discipline specific teaching across teams;<br>• Demonstrates the ability to critically evaluate research and apply to practice;<br>• Maintains an awareness of current developments in the clinical areas being worked in and make recommendations to changes in practice;<br>• Involved in the induction and training of newly appointed staff as required;<br>• Completes mandatory training as applicable for the role;<br>• Participates in an annual performance review and associated clinical assurance activities<br>• Participates in regular professional supervision in line with the organisations requirements and/or professional body;<br>• 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;<br>• Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested;<br>• 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;<br>• 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;<br>• Develops and/or participates in regional/sub regional professional networks as appropriate to area of work;<br>• Establishes working partnerships with external organisations to promote integrated working;<br>• Contributes to annual planning process, including identifying gaps in service and participating in work/projects that may result from the planning process;<br>• Practises in a way that utilises resources (including staffing) in the most cost effective manner;<br>• Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in<br>• Employment Act 1992, Privacy Act 1993, Vulnerable Children's Act 2014, Privacy Act, ACC service specifications etc. |
| | • |

| 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.<br>• Uses evidence and insights to identify barriers and opportunities for improvement.<br>• 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.<br>• Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.<br>• 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.<br>• 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.<br>• 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.<br>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.<br>• 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.

## Relationships

| External | Internal |
|---|---|
| ▪ Referring Agencies<br>▪ Community Social Services and Agencies<br>▪ NGOs<br>▪ Recognised social work tertiary education providers<br>▪ Community Social<br>▪ Services Agencies<br>▪ Social work Registration Board<br>• Professional Association | • Operations Manager<br>• Professional Leader Social Work (professional accountability)<br>• Multidisciplinary team<br>• Patient, Whānau, & support people<br>• Community Mental Health<br>• Teams<br>• Consumer consultants and advisors<br>• Cultural consultants and advisors<br>• Whanau Care Service<br>• Administrators |

## About you – to succeed in this role

**You will have**

**Essential:**

- Previous experience in working as a social worker with mental health consumers and disability consumers in a public sector health setting would be desirable.

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

- Registered Social Worker with current annual practicing certificate;
- Current full NZ driver's licence with ability to drive a manual and automatic car;
- Proficiency in Microsoft Office, Word, Outlook, PowerPoint, Internet resources and e-mail;
- A high standard of written and spoken English.

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

- Providing high quality care for the consumer
- A commitment and understanding of the te Tiriti o Waitangi (and application to health) and a willingness to work positively in improving outcomes for Māori
- Working collaboratively with other clinicians
- Ensuring that they follow through on their work

- Delivering identified outcomes

**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.

**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.
-

[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.