

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Social Worker
Reports to	Clinical Manager Social Work Services
Location	Christchurch Hospital Campus
Department	Toki I te Ora/ Social Work Services
Date	October 2025
Job band (indicative)	PSA Allied Health Technical Scientific Salary Scale Step 1 - 7

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.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Provide social work services which promote equitable health outcomes and enhances wellbeing for patients and their whānau; with a focus on Whānau-centred, equity led practice in the Emergency department and CEC.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none">• Patient assessment: Able to engage with patients and their Whānau, gather and analyse information to develop a biopsychosocial assessment
	<ul style="list-style-type: none">• Work in partnership with Hauora Māori Kaimahi to achieve shorter stays in ED, improve patient flow and equitable outcomes for Māori
	<ul style="list-style-type: none">• Care planning and implementation: able to create and implement individualised social work treatment plans in consultation with the patient/Whānau and Multidisciplinary Team
	<ul style="list-style-type: none">• Counselling and support: provide emotional, practical and informational support to patients and their whānau• Represent the patients interests and link them to appropriate services and resources. Particularly when they are vulnerable and face systemic barriers.
	<ul style="list-style-type: none">• Communicate effectively to provide appropriate information to patients, their Whānau and colleagues to support collaborative decision-making processes and outcomes

	<ul style="list-style-type: none"> • Record Keeping: Maintain accurate, timely and confidential case notes and reports using computer based and other information systems • Able to respond to clients in Crisis and provide immediate support
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. • 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 the Clinical Manager Social Work

- Behaviours that do not achieve the standards required by code of conduct/ professional body or organisational values
- Health and Safety concerns
- Changes that may impact your ability to perform your role

Relationships

External	Internal
<ul style="list-style-type: none"> Other National HNZ social work services and facilities Ministry of Health General Practitioners / Medical Centres Community organisations and support groups Oranga Tamariki Work and Income Accident Compensation Corporation (ACC) 	<ul style="list-style-type: none"> Regional Social Work Services Hospital Services Clinical Nurse Managers of designated work area(s) Medical, Nursing and Allied Health services staff Clinical and Management Support Services staff All other areas of the CDHB facilities

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- Full SWRB registration and current annual practising certificate
- Competent with digital platforms including outlook, teams and excel.

Desired:

- Experience or relevant qualification with Alcohol and other drugs
- Training and experience in Trauma informed care
- Competence in Te Reo and a good understanding of Tikanga Māori

You will be able to

Essential:

- Demonstrate 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 your role.

- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.
- Work as part of the duty system and provide cover where and when the work demands

Desired:

- Experience working in the Health Sector
- Strong advocacy and problem-solving abilities
- Ability to work under pressure and manage stress

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.