

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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| Title | Social Worker |
| Reports to | Clinical Manager Social Work Services |
| Location | Burwood Hospital Campus |
| Department | Social Work Services |
| Date | November 2025 |
| Job band (indicative) | PSA Allied Health Technical Scientific Salary Scale Step 1 - 8 |

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.

| Key Result Area | Expected Outcomes / Performance Indicators |
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| | <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 the Interdisciplinary team to achieve timely discharges and best outcomes for patients and their whānau |
| | <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 Interdisciplinary 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. |

- Communicate effectively to provide appropriate information to patients, their Whānau and colleagues to support collaborative decision-making processes and outcomes
- Record Keeping: Maintain accurate, timely and confidential case notes and reports using computer based and other information systems

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 within Older Persons Health and Rehabilitation.

| Key Result Area | Expected Outcomes/Performance Indicators |
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| 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. • Engages in opportunities to further understand Te Tiriti o Waitangi and its relevance to health delivery; and incorporates this into practice. |
| Equity | <ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • 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. • Demonstrates willingness to personally take a stand for equity. |
| Clinical Practice | <ul style="list-style-type: none"> • Clinical practice complies with the Health Practitioners Competence Assurance Act (2003) where applicable and reflects knowledge of legislation and Ministry of Health guidelines that impact on practice. |

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| | <ul style="list-style-type: none"> • Professional standards are met as a minimum expectation. • Practice reflects current, evidence based best practice. • Consumers' rights are maintained and demonstrated in accordance with legislation. • Prescribing complies with scope of products prescribe and complies with the Medicines Regulations 1984 (Dietitians only). • Consumers are taught and motivated to undertake self-management appropriate to their condition. • Documentation in patient notes and correspondence is accurate and in accordance with profession specific and Health New Zealand standards. • Time is utilised and managed effectively. • Supports practice to meet requirements for contracted services e.g. Child Development Service and/or legal requirements e.g. Termination of Pregnancy (TOP) counselling (Social Work only) as relevant. • Relevant statistics and data are accurately collected as required by Health New Zealand, relevant contracts and the Ministry of Health. |
| Personal & Professional Development | <ul style="list-style-type: none"> • Develops personal professional growth through participation in professional development activities e.g. self-directed learning and/or appropriate conferences, workshops, seminars including extended accreditation to meet service requirements e.g. Dietitian Prescribing, Occupational Therapy/Physiotherapy/Speech Language Therapy Enable Accreditation • Engages with appropriate professional associations. • Keeps up with relevant professional literature & practice. • Actively participates in professional supervision, in-service training and team meetings. |

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| | <ul style="list-style-type: none"> Provides supervision & teaching for student placements ensuring requirements set by Tertiary Education providers are met. Proactively participates in annual development/success & development plan/performance review systems. |
| Customer Service | <ul style="list-style-type: none"> Provides excellent customer service being responsive to consumers' requests including any complaints. Establishes good communication with consumers, Family/Whānau, Caregivers, Guardians and maintains this throughout intervention/s. Respects and maintains client confidentiality, rights and dignities at all times. Models a commitment to customer service and patient advocacy. |
| Culture & People | <ul style="list-style-type: none"> Upholds and exhibits the principles of our Code of Conduct at all times. Demonstrates care and respect for diversity in the workplace. Practices effective communication with other Health Professionals and colleagues at all times. Models good team player behaviour, fostering a culture of open collaboration and integration within and between professions. |
| Innovation & Improvement | <ul style="list-style-type: none"> Demonstrates commitment to innovation, continuous quality improvement and service development. Engages and actively participates in quality projects that enhance service development and strategic direction. Participates as a member of designated committee(s) / groups. |
| Health & Safety | <ul style="list-style-type: none"> Exercises leadership and due diligence in personal Health and Safety and the Health and safety of those around them. Actively participates in Health and Safety strategies and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the |

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| | <p>workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</p> <ul style="list-style-type: none"> • Reports any clinical and/or non-clinical incidents through the Safety1st platform. • Leads, champions and promotes continual improvement in health and wellbeing to create a healthy and safe culture. |
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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 |
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| <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 or Provisional SWRB registration and current annual practising certificate
- Strong written and verbal communication skills.
- Competent with digital platforms including outlook, teams and excel.
- Flexibility to cope with change.

Desired:

- An understanding and working knowledge of the issues of ageing and the framework of New Zealand's disability health service directory.
- Experience working with Elderly
- 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.

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.