

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Community Support Worker		
Reports to	Clinical Manager		
Location	Ashburton/Rangiora		
Department	Child, Adolescence and Family Mental Health Service (CAF)		
Direct Reports		Total FTE	1.0FTE (0.5 Ashburton & 0.5 Rangiora)
Budget Size	Opex		Capex
Delegated Authority	HR		Finance
Date	01/02/2026		
Job band (indicative)	PSA B Step 3-7		

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:

Enhance and support the wellbeing of children, adolescents and families who are under the care of the outpatient community teams. Work will be undertaken within the community in consultation with the Clinical Team to support the goals within their individual treatment plans.

Key Result Area	Expected Outcomes / Performance Indicators
Enhancing a person's quality of life as per the treatment goals.	• Ongoing assessment around critical needs of consumers and alerting Case Managers when intervention may be required. • Contribute ideas to ongoing treatment plans for consumers through participation in Clinical meetings and MDT Case discussion. Provide verbal and written reports to Case Managers for inclusion in Case Notes. • Provide clinical intervention as required, as per treatment goals. • Support clinical team and consumer by providing transport as required, to appointments or in the community

	• Develops a working knowledge of therapeutic interventions. • Liaise and support outside agencies in consultation with the case manager eg schools, NGO's and govt agencies WINZ, and or support with appointments.
To practice in a safe manner	• Demonstrate an understanding of and adherence to all health protocols and procedures
Demonstrates good interpersonal relationships and communication	• Respond to young people's challenges and with understanding of their developmental needs. • Preserves consumer confidentiality and relays information promptly and accurately to appropriate person's/ agencies • Ensure Clinicians/Treating Team involved are informed of any changes in consumer presentation in a timely fashion • Works with families/whanau as appropriate
To provide advocacy for Consumers	• Demonstrate a working knowledge of advocacy and how it can be provided for consumers • Acknowledge own cultural background and how this might contribute in relationships with others. • Demonstrate a working knowledge of the various protocols and cultural practices associated with different groups.
To maintain a safe environment	• Demonstrate an understanding of and adherence to all protocols and procedures • Report any incidence immediately to Clinical Team or Clinical Manager
Te Tiriti o Waitangi	• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori
Equity	• 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.
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Matters which must be referred to the Clinical Manager

Any risk disclosures, health and safety, privacy breaches, conflict of interest, media, or financial matters.

Relationships

External	Internal
Other health care providers in the community including GPs, NGOs Schools Oranga Tamariki Consumer Representatives Police and other key Government agencies	Consumers, family/whanau, and carers CAF Multidisciplinary Teams Consumer and Family Advisors Pukenga Atawhai CAF Leadership Team

About you – to succeed in this role

You will have

Essential:

- Experience in community mental health delivery.
- Experience working with children and adolescents or families.
- Experience in implementing Te Tiriti o Waitangi in action.
- Current Full NZ Drivers License.

****Successful candidate will be appointed subject to Police and Vulnerable Children's Act Check.**

Desirable

- Certificate in Mental Health studies or other training in Mental Health.
- General knowledge of basic mental health interventions with children and young people.
- Experience of working within a team.

You will be able to

- 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.
- 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 the highest standards of personal, professional, and institutional behaviour through commitment, loyalty, integrity and confidentiality,

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.