

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	Social Worker
Reports to	Clinical Manager Social Work Services
Location	Christchurch, Burwood Hospital Campus
Department	Social Work Services
Date	17-09-2026
Salary band (indicative)ⁱ	PSA Allied Health Technical Scientific Salary Scale Step 1 - 8
Children's Worker roleⁱⁱ	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:

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.

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.

Key Result Area	Expected Outcomes / Performance Indicators
Patient Assessment	• Able to engage with patients and their Whānau, gather and analyse information to develop a biopsychosocial assessment • Work in partnership with the Interdisciplinary team to achieve timely discharges and best outcomes for patients and their whānau
Care planning and implementation	• Able to create and implement individualised social work treatment plans in consultation with the patient/Whānau and Interdisciplinary Team
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

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. • Uses evidence and insights to identify barriers and opportunities for improvement. • 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. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • 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. • 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	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • 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.
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Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [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
- 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)	- 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:

- 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.

Desired:

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

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.