

## Job Description

### Social Worker Renal Service

### Social Work Department

<b>Position Title:</b>	Social Worker
<b>Organisation Unit:</b>	Renal Service – Social Work Department Medical and Elder Service
<b>Location:</b>	Te Whatu Ora – Health New Zealand Te Tai Tokerau (Te Whatu Ora)
<b>Responsible to:</b>	Clinical Team Lead, Social Work, Te Whatu Ora – Te Tai Tokerau
<b>Primary Functions of the Position:</b>	<p>To provide efficient and effective social work service through social work assessment and intervention to clients and their whanau/caregivers</p> <p>Be an effective member of a multi-disciplinary team process that focuses on meeting quality outcomes for clients</p> <p>Arrange referrals to alternative services as appropriate</p> <p>Provide facilitation and mediation skills for meetings and conflict situations</p>

### Functional Relationships

The Social Worker will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>• Clinical Team Lead – Social Work</li> <li>• Professional Lead – Social Work</li> <li>• Nurse Managers and Clinical Nurse Managers – Renal Service</li> <li>• The renal social work team</li> <li>• Nursing staff</li> <li>• Te Poutokomanawa Maori Health including Takawaenga and Kaiawhina</li> <li>• Allied Health and other multidisciplinary team members</li> <li>• Outpatients</li> <li>• Social Workers in other Te Whatu Ora – Te Tai Tokerau services</li> <li>• Needs Assessment Service (NASC)</li> <li>• NTA Coordinators</li> </ul>	<p>Clients, families/whanau, and significant others</p> <p>Community and voluntary agencies including Iwi providers</p> <p>Northable Assessment Services</p> <p>Statutory agencies including ACC, MSD, Work and Income, Police, Oranga Tamariki and Kainga Ora</p> <p>Aotearoa New Zealand Association of Social Workers (ANZASW)</p> <p>The Social Workers Registration Board (SWRB)</p>

## Key Responsibilities and Expected Outcomes

Te Whatu Ora has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te We communicate openly, safely and with respect to promote clear understanding and aroha
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Social Worker encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Quality Health Social Work
- Professional Standards
- Participate as a member of a multi-disciplinary team
- Contribute towards continuous quality improvement
- Child Protection, Family Violence and Elder Abuse
- Health and Safety
- Privacy & Confidentiality

Major Categories of problems addressed within Renal Services

- Adjustment to chronic illness and treatment as they relate to the patient's quality of life
- Physical, social, emotional and relationship problems
- Problems associated with activities of daily living, educational and vocational needs
- Problems arising within the treatment setting
- Resource needs – finances, living arrangements, transportation, legal issues
- Decision-making in regards to treatment – continuation/cessation, advance directives

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
<p><b>Te Tiriti o Waitangi</b></p> <p><i><b>Demonstrates commitment to Te Tiriti o Waitangi and cultural development</b></i></p>	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tiriti o Waitangi Training</li> </ul>
<p><b>Quality Health Social Work</b></p> <p><i><b>Effectively uses social work processes to ensure quality health social work is provided</b></i></p>	<ul style="list-style-type: none"> <li>• Accepts referrals to provide a multi-level analysis for clients with complex needs identified by the service</li> <li>• Thorough assessment, interview, observation and other sources of data collection, and subsequent documentation of information is systematic and comprehensive</li> <li>• Appropriately initiates, maintains and terminates therapeutic relationships/partnerships</li> <li>• Coordinates family meetings and interagency meetings to further understand, assist and advocate for clients, their families and whānau</li> <li>• Ensures the needs and views of the patient and their family/whanau are fully represented at MDT meetings</li> <li>• Is involved in the assessment and brief social work intervention of clients travelling for their treatment</li> <li>• Arranges referrals to other services if longer-term follow-up is required</li> <li>• Accidents, incidents and behaviours are acknowledged, reported and documented promptly to the Nurse Manager, Renal Services</li> <li>• Incorporates the cultural needs of Tangata Whenua and other appropriate groups when delivering services, seeking out appropriate advice on cultural matters</li> <li>• Disseminates information about Te Whatu Ora Te Tai Tokerau Renal Service to community agencies and other hospital services so that clear and consistent information about the Service is available</li> </ul>

Key Responsibility Area	Expected Outcomes
<b>Renal Service Measures</b>	<ul style="list-style-type: none"> <li>• Undertake timely psychosocial evaluation that will contribute to the creation of the client's treatment plan – review and renew as necessary</li> <li>• Provide social work support to satellite dialysis units and regional clinics</li> <li>• Undertake home visits throughout Northland (home based therapies, chronic kidney disease and risk assessment)</li> <li>• Provide education and information to clients and their whanau/families regarding the psychosocial aspects of renal replacement treatment</li> <li>• Support patients and live kidney donors with preparation for transplant, and provide information regarding relevant legislation. Undertake casework with clients, families/whanau to include supporting counselling, crisis intervention, discharge planning, goal-directed counselling</li> <li>• Facilitate group work e.g. family meetings/conferencing, interagency planning, education opportunities, emotional support, self-help and patient forums</li> <li>• Facilitate referral to other agencies in line with the identified needs of the patient</li> <li>• Assist clients and families to obtain information and other resources</li> <li>• Support patients with applications to the Contact Energy Fund for financial assistance</li> <li>• Participate in care planning and collaboration</li> <li>• Advocate on the client's behalf within the hospital setting or with appropriate local and national agencies</li> <li>• Describe and work to overcome identified barriers to treatment and access to the same</li> </ul>
<b>Participation as an active multidisciplinary team member</b>	<ul style="list-style-type: none"> <li>• Attend relevant inpatient/outpatient meetings to provide clear summaries of social work assessment and possible interventions for clients</li> <li>• Maintain effective working relationships with all members of an MDT</li> <li>• Provide education to MDT in areas of social work expertise or special interest</li> <li>• In collaboration with the MDT be responsible for providing social assessment and intervention to clients who have identified psychosocial needs</li> <li>• Contribute to Renal Training Days by facilitation of Patient Panel in order to describe the lived experience of patients undergoing renal replacement therapy</li> <li>• Prepare and present information to members of MDT concerning social issues affecting clients/families involved in renal treatment</li> <li>• Participate in on-going staff education in regard to the role of the Renal Social Worker and enhance learning around social policies</li> <li>• Organise and facilitate pre-dialysis chronic kidney family patient/whanau hui</li> </ul>

Key Responsibility Area	Expected Outcomes
<p><b>Maintains professional standards and assumes responsibility for on-going professional development</b></p> <p><i>In consultation with the Clinical Team Lead – Social Work, Professional Lead – Social Work, and the Renal Nurse Managers ensuring knowledge and skills development is on-going and in line with current trends</i></p>	<ul style="list-style-type: none"> <li>• Develop and maintain a professional practice in accordance with the SWRB, and policies and legislative requirements and guidelines of Te Whatu Ora – Te Tai Tokerau</li> <li>• Prepare for and attend monthly social work supervision</li> <li>• Organises for and attends a formal performance appraisal on an annual basis and, in consultation with Professional and Clinical Team Leads Social Worker and the Renal Nurse Managers, formulates a personal work development plan that will be reviewed at this performance appraisal</li> <li>• Develops special area(s) of expertise in accordance with service delivery priorities and/or professional discipline interests</li> <li>• Participates in activities, in-service training, and meetings associated with Social Work Services within Te Whatu Ora Te Tai Tokerau</li> <li>• Negotiates with Clinical Team Lead to attend appropriate education and training in line with identified learning needs</li> </ul>
<p><b>Renal Services Social Work Competencies and Development Measures</b></p>	<ul style="list-style-type: none"> <li>• Identify and collect evidence-based practice resources that will assist the on-going development of the social work role and social work standards of practice with Renal Services</li> <li>• Identify, articulate and practice according to social work theories and frameworks that provide the best fit when dealing with problems and dilemmas arising from the chronic illness experience and the demands of continuous life-long treatment</li> <li>• Negotiate with the Clinical Team Lead regular opportunities for research and exploration of the social work role in accordance with current workforce standards</li> </ul>
<p><b>Renal Service Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• Undertake project work to achieve an improvement in the delivery of social work services to renal clients</li> <li>• Collaborate with MDT members to achieve identified improvements in the delivery of services to renal clients</li> <li>• Develop and apply feedback mechanisms from clients about the delivery of social work services within the renal area</li> <li>• Develop and apply strategic tools to ensure culturally appropriate service to renal clients</li> </ul>
<p><b>Participate as a Team Member</b></p> <p><i>The social worker contributes to the successful management of Renal and Social Work Services in consultation with the Clinical Team Lead – Social Work, Professional Lead – Social Work, and the Renal Nurse Managers; and in conjunction with other members of the MDT and SW team</i></p>	<ul style="list-style-type: none"> <li>• Participates in the development and delivery of culturally/ethically acceptable services to Te Whatu Ora Te Tai Tokerau clients and families/whanau</li> <li>• MDT approach is evident in the planning and coordination of services</li> <li>• Builds and maintains productive working relationships with nursing, medical clinicians, Allied Health etc</li> <li>• Maintains a current knowledge of relevant issues, trends and practices</li> <li>• Attends and contributes to referral and discharge meetings, in-service education, and quality improvement meetings</li> <li>• Addresses health and safety issues as per Te Whatu Ora Te Tai Tokerau policies</li> </ul>

Key Responsibility Area	Expected Outcomes
<p><b>Child Protection, Family Violence and Elder Abuse</b></p> <p><i>Recognising that family violence in all its forms is a major health and social issue in Aotearoa, and that Te Whatu Ora – Te Tai Tokerau is committed to minimising the impact of violence in our community through the use of screening tools</i></p>	<ul style="list-style-type: none"> <li>Is committed to a violence-free Te Tai Tokerau and contributes towards ensuring the safety of our whanau</li> <li>Attends internal Violence Intervention Programme training</li> <li>Completes the screening process for family violence and/or elder abuse at every opportunity to ensure safety and support can be implemented as required</li> <li>Completes family violence, elder abuse, Report of Concern documentation as per the Te Whatu Ora – Te Tai Tokerau Child Abuse and Family Violence policy</li> </ul>
<p><b>Health &amp; Safety</b></p> <p><i>Participates in and complies with the requirements of the Health and Safety in Employment Act 1992 and associated Te Whatu Ora – Te Tai Tokerau policies</i></p>	<ul style="list-style-type: none"> <li>Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> <li>Practicing and observing safe work methods;</li> <li>The use of safety equipment;</li> <li>Reporting unsafe conditions or equipment; and</li> <li>Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>
<p><b>Privacy and Confidentiality</b></p>	<ul style="list-style-type: none"> <li>Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora</li> <li>Complete mandatory induction training on Privacy responsibilities</li> </ul>

## Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements. It is also expected that the social worker will support student social work placements when opportunities arise, in partnership with NorthTec and other social work training providers throughout Aotearoa

## Person Specification

### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>Registered with the Social Workers Registration Board of New Zealand “SWRB” and holds a current Annual Practising Certificate (APC) or is eligible to obtain one</li> <li>Current full New Zealand Drivers License</li> </ul>	<ul style="list-style-type: none"> <li>2 years of post-graduate experience</li> <li>Member of Aotearoa New Zealand Association of Social Workers (ANZASW) and/or Tangata Whenua Social Workers Association (TWSWA)</li> </ul>

## Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Proven ability to maintain professional standards and competence</li><li>• Demonstrated experience in social work processes, theories and concerns with particular emphasis on strengths-based practice</li><li>• Relevant social work experience that can be translated into a chronic health setting</li><li>• Demonstrated experience in an equitable approach when working with Maori, Pacitika, Tangata Whaikaha and other ethnically diverse populations</li><li>• Computer and internet literacy</li><li>• Effective documentation skills</li></ul>	<ul style="list-style-type: none"><li>• Renal social work experience</li><li>• Ability to priorities and adapt to working within an acute health environment</li><li>• Experience working in a multi-disciplinary health setting with a diverse workforce</li></ul>

## Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>• Te Tiriti O Waitangi and application in the health setting</li> <li>• Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>• Social Work Practice Standards</li> <li>• Social Work theories, concepts and processes</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Safety at Work Act (2015)</li> <li>• Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>• New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> <li>• Effective communicator with a high level of interpersonal and negotiation skills</li> <li>• Ability to prioritise workload and deliver work in a timely manner</li> <li>• Ability to understand and apply professional values and ethics in the workplace</li> <li>• Ability to assess client's psychosocial needs and develop plans</li> <li>• Ability to recognise personal limitations and to take appropriate remedial action or seek assistance</li> <li>• Ability to locate, interpret and apply policies and legislation</li> </ul>

Personal Attributes
<ul style="list-style-type: none"> <li>• Is able to work autonomously and harmoniously with members of a team</li> <li>• Demonstrates allegiance to and support of social work professional values, ethics and fellow social workers</li> <li>• Demonstrates the desire to upgrade skills and to learn from experienced staff/others</li> </ul>



## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: \_\_\_\_\_

Signature of  
employee: \_\_\_\_\_

Date: \_\_\_\_\_