Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi

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Title	Social Worker – Child Healthy Housing Programme			
Reports to	Child Health Team Leader			
Location	Te Matau a Māui, Flaxmere, Hawke's Bay			
Department	Community and Whānau Wellbeing, National Public Health Service			
Direct Reports	N/A		**Total FTE**	0.5
Budget Size	**Opex**	N/A	**Capex**	N/A
Delegated Authority	**HR**	N/A	**Finance**	N/A
Date	August 2025			
Job band (indicative)	In accordance with the PSA ALLIED, PUBLIC HEALTH, SCIENTIFIC & TECHNICAL COLLECTIVE AGREEMENT according to qualifications and experience, pro rata for hours worked			
Children's Act (2014)	This position is classified as a children's worker, requiring a safety check including police vetting before commencing and every three years.			

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

Social Workers apply practice, knowledge and understanding of the social context, social consequences and social impact of illness and disability and in this context maintain an interest in social justice with particular emphasis for Māori and other priority populations.

Social Workers uphold Te Tiriti o Waitangi and equity principles to enable individuals, whānau and communities to achieve health and wellbeing.

The primary purpose of the role is to:

- To provide the highest quality social work services, to eligible children, young people and their families who are at increased risk of developing ill health due to poor housing.
- Support the delivery of government priorities and service plans
- To work as part of the Child Health Team providing a healthy housing assessment and intervention programme to eligible pregnant women, children and their families
- Provide advocacy and support to children and their whanau to access appropriate health and social services and will develop a wide knowledge of services, establishing relationships with the networks of health and social service providers involved with children and young people.
- To provide specific social work input to the Healthy Housing Programme and coordinate and triage referrals, develop housing intervention plans and ensure that plans are completed.

- Provide evidence-based health education and advice to patients/clients and whanau within scope to enable them to make health choices suitable to their needs and be self-managing.
- Demonstrates responsibility for supporting the learning and sharing knowledge and skills.

Key Result Area	Expected Outcomes / Performance Indicators
Clinical Practice- Te Mahi Haumanu	• Collaborative housing plans are developed with service users. • Collaboration and involvement with whanau in identifying educative requirements and planning options. • Rights (as defined by the Health and Disability Commissioner) are actively promoted and respected. • An empowering partnership is established with service user/family/whānau. • Social systems are recognised and enhanced. • Demonstrates effective communication and utilises relationship centred practice to establish a therapeutic relationship and develop agreed goals with the patients / clients/tangata whaiora, their whanau, including the wider health team and external agencies. This includes relaying complex, sensitive and contentious information. • Takes professional and organisational responsibility for managing a caseload of patients / clients/tangata whaiora with increasing complexity and be able to independently adapt and make decisions regarding social work intervention. • Utilises information available to prioritise patients / clients/tangata whaiora accepted into the service. • Refers on to other services to work with the patients /clients/tangata whaiora towards achievement of longer term goals Provides advice, teaching and coaching to patients/clients/tangata whaiora, their whānau and other professionals to promote consistency of support being offered. • Demonstrates an awareness of health inequities, with evidence of implementing actions within own clinical practice towards reducing these for the patient/ clients/tangata whaiora, and their whānau. • Demonstrates provision of culturally safe practice and a confident approach to partnership, protection and participation with patients / clients/tangata whaiora and their whānau. • Completes documentation consistent with legal, professional and organisational requirements. • Adheres to applicable recognised evidence- based research and best practice for registered social workers and any relevant clinical policies and practice guidelines. • Demonstrates awareness of local, sub-regional and regional context in relation to provision of health and social support and the impact on service provision.

	• Identifies unmet needs of patients/clients/tangata whaiora and their whānau and identifies potential solutions to address these needs. • Demonstrates an understanding of the roles and contributions of the interprofessional team (IPP) and multidisciplinary team (MDT). • Works in other areas as identified or following a reasonable request in order to support the organisation in managing safe patients / clients/tangata whaiora care and maintaining service delivery. **Housing Assessments** • A social work perspective is utilised. • A comprehensive housing assessment is completed in partnership with the service user, the family/whānau, MDT, and other providers - putting into context the psycho-social factors of a client/family. • Identifies issues relating to substance abuse, mental health and physical health alongside child's current health and disability issues. • Assessment is clearly documented.
Teaching & Learning - Ako Atu, Ako Mai	• Maintains competency to practice through identification of learning needs and Continuing Professional Development (CPD) activities. This must comply with professional registration requirements. • Contributes to training within the team/service. • Supervises, coaches, educates and assesses the performance of social work students. • Provides interprofessional education in direct clinical area, or discipline specific teaching across teams and services. • Demonstrates the ability to critically evaluate research and apply to practice. • Maintains an awareness of current evidence-based practice developments in the clinical areas being worked in and make recommendations and implements changes in practice. • Involved in the induction and training of newly appointed staff as required. • Completes mandatory training as applicable for the role. • Participates positively in an annual performance review and associated clinical assurance activities. • Participates in regular professional supervision in line with the organisations requirements and professional body. • Provides mentoring and clinical support and / or professional supervision where required. • Role models Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke's Bay values and behaviours.
Leadership & Management - Te Ārahi me te Whakahaere	• Attends and contributes to relevant department, clinical and team meetings, leading and facilitating such meetings as requested. • Assists team leaders and professional leaders in clinical assurance activities of social work staff as requested.

	• Directs and delegates work to allied health assistants and support staff as required in the role, ensuring that delegated tasks, documentation and communication is carried out.
Service Improvement & Research - Te Whakapai Ratonga me te Rangahau	• Broadens research and development skills through participation in local audit and research projects as identified by colleagues, professional leaders or Advanced or Expert AH professionals. • Participates and leads quality improvement activities to develop and improve service delivery, clinical practice or professional standards. • Develops and /or participates in regional and national professional networks as appropriate to area of work. • Establishes working partnerships with external organisations to promote integrated working. • Contributes to annual planning process, including identifying gaps in service and participating in work activities that may result from the planning process. • Practises in a way that utilises resources (including staffing) in the most cost effective manner • Awareness of and complies with all legislative and contractual requirements as applicable to the role (e.g. Health and safety in Employment Act 1992, Privacy Act 1993, Vulnerable Children's Act 2014, Privacy Act, ACC service specifications etc.)
Te Tiriti o Waitangi	• 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	• 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 and works collaboratively with Hauora Māori and Pacific services, to collectively contribute to the strategic health outcomes outlined in the Pae Ora (Healthy Futures) Act 20221, and the Te Pae Tata the NZ Health Plan.
Innovation & Improvement	• 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. • Demonstrates a commitment to continuously upskill and building competencies to meet the increasing needs of the community

Collaboration and Relationship Management	• 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	• Exercises 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.

Relationships

External	Internal
• Providers - Primary Care • Families/whanau and caregivers • Māori Health providers • Pacific Island Health Providers • Non-Government Organisations • Government social support organisations (HNZC, MSD) • PHO - Health Hawkes Bay • Schools,kura Early Learning Services, Te Kohanga Reo and Pacific Language Nests and their communities • Special Education Service • Oranga Tamariki • Lead Maternity Carers (LMC)	• Community and Whānau Wellbeing teams • Manager – Community and Whānau Wellbeing • Child Health Team Leader • Child Health Team • Paediatric team • Maternity Team • Maori Health Unit • Pacific Health Manager • Family Violence Intervention and Child Protection Coordinators • OT Hospital Liaison Social Worker • Relevant advisory groups/committees

About you – to succeed in this role

You will have	**Essential:** • Degree in Social Work. • Social work registration with New Zealand Social Work Registration Board and current APC required

- Previous experience working in the health sector or school environment
- Knowledge and understanding of social determinants of health and the impact of housing on the health and wellbeing of children & families.
- Knowledge and understanding of Child Protection, Family Violence/Partner.
- Demonstrates organisation and time management skills.
- Ability to plan and implement changes, set priorities and monitor performance.
- Proven competence and ability in social work practice.
- Previous experience and established relationships with social services involved with providing housing interventions.
- Current unendorsed full drivers licence
- Ability to work unsupervised with excellent organisation skills.
- Demonstrated ability to work within a team.
- Demonstrated time management skills.
- Excellent interpersonal and communication skills

Desired:

- Post graduate study in social work
- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Ability to learn new technologies

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.
- Supports 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.
- Competency with te ao Māori, tikanga, and te reo Māori or a commitment to starting your journey and taking ownership of your learning and growth

- Commitment to empowering clients and increasing equity in health outcomes for Māori & Pacific children and their families.

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.