

## POSITION DESCRIPTION

Position Title:	Health Social Worker (up to 0.8 FTE)
Location:	Central Otago Health Services Limited (COHSL) Based at Dunstan Hospital
Reports to:	Allied Health Service Leader - Operationally Clinical Leader Health Social Workers - Professionally
Date:	January 2024

### COHSL Vision

To be a lead provider and educator of rural healthcare for our communities.

### Our Environment

COHSL is a unique community-owned rural health service provider delivering public and private health care to the Central Otago and Upper Clutha areas. COHSL is committed to playing its part in the implementation of the Health Reforms, the delivery of integrated models of care that stretch across the care continuum and reducing rural inequities.

### Living Central Otago Health Services Values

Proactively demonstrate COHSL values in all aspects of the role	<ul style="list-style-type: none"> <li>• Demonstrates behaviours that we want to see from each other, at our best.</li> <li>• Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up.</li> <li>• Contributes positively to the team and other initiatives that seek to improve patient and whanau experiences and/or staff experience of working.</li> </ul>
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KINDNESS	EXCELLENCE	TRUST	CONNECTION
Kākau Māhaki	Whāia te iti kahurangi	Whakapono	Te Taukaea Takata

### Purpose of Role

- To facilitate appropriate and high quality social work for inpatients and their initial ongoing community support on discharge - throughout the age range with a variety of health conditions.
- Work actively and cooperatively in an interdisciplinary team and liaise appropriately with relevant health care professionals, managers, leaders and other organisations.
- Foster excellence in quality standards, practice and professional conduct.
- Participate in the training of social work students in our rural health service.

## COMPETENCIES

### Organisational Competencies

<b>Role Model</b>	Be ready to embrace change for the improvement of patient and whanau care. Be single minded and determined.
<b>Customer Focus</b>	Promotes a continuous improvement ethos. Is client, community and whanau centred.
<b>Integrity &amp; Trust</b>	Can establish credibility with clinical staff and stakeholders; Is widely trusted.
<b>Organisational Agility</b>	Knowledgeable about how organisations work and how to implement and embed change. Works through formal channels and informal networks. Understands the reasoning behind policies, practices and procedures. Understands cultures of organisations.

### Role Specific Competencies

<b>Managing Diversity</b>	Manages people equitably with clear communication that is appropriate to the audience. Deals effectively with all races, nationalities, cultures and disabilities, irrespective of age and gender. Supports equal and fair treatment and opportunity for all.
<b>Priority Setting</b>	Spends own time and the time of others on what is important. Can quickly sense what will help or hinder when seeking to accomplish goals. Eliminates roadblocks. Creates focus.
<b>Problem Solving</b>	Uses logic and established processes to solve difficult problems and achieve effective solutions.
<b>Quality and Risk Management Focus</b>	Contributes to quality initiatives. Ensures a strong person centred focus with safety at the fore.

## KEY RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>Allied Health Service Leader</li> </ul>	<ul style="list-style-type: none"> <li>Clients, patients, family, whanau and their related community supports</li> </ul>
<ul style="list-style-type: none"> <li>Clinical Leader Health Social Workers</li> </ul>	<ul style="list-style-type: none"> <li>Relevant external services / organisations/ community groups / stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Allied Health Director</li> </ul>	<ul style="list-style-type: none"> <li>Primary care – GPs and other health professionals</li> </ul>
<ul style="list-style-type: none"> <li>Child Development Service Leader</li> </ul>	<ul style="list-style-type: none"> <li>Social Workers Registration Board and any relevant professional organisations</li> </ul>
<ul style="list-style-type: none"> <li>Community Administration staff</li> </ul>	<ul style="list-style-type: none"> <li>Other service providers</li> </ul>
<ul style="list-style-type: none"> <li>Relevant Clinical Staff as part of the interprofessional team</li> </ul>	
<ul style="list-style-type: none"> <li>Allied Health Staff</li> </ul>	
<ul style="list-style-type: none"> <li>Relevant other non-clinical Staff</li> </ul>	

## PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role:

	ESSENTIAL	DESIRABLE
<b>Education and Qualifications (or equivalent level of learning)</b>	<ul style="list-style-type: none"> <li>Qualified Social Worker with Social Work Registration and current annual practicing certificate.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant social work experience in the health sector preferred.</li> </ul>
<b>Experience</b>	All levels of experience considered.	<ul style="list-style-type: none"> <li>Sound experience working as a social worker in a health-related field or demonstrate adaptability of practice to a health setting.</li> <li>Experience working with other professions.</li> <li>Experience working in a rural health environment and/or rural hospital.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Excellent active listening skills.</li> <li>Ability to clearly articulate messages to a variety of audiences.</li> <li>Understand and use client / family /whanau centred goals.</li> <li>Flexible and adaptable; able to work in ambiguous situations.</li> <li>Able to work collaboratively with all clinical and non-clinical disciplines.</li> <li>Have an ability to set and maintain clear profession specific boundaries while maintaining the respect of other health professionals within the team.</li> <li>Develop professional credibility with peers and other health professionals.</li> <li>Participation in quality improvement initiatives.</li> <li>Demonstrate a working knowledge of Te Tiriti o Waitangi.</li> <li>Evidence of professional development/education in relevant practice areas.</li> <li>Competent computer skills.</li> <li>Current Driving Licence.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment, personal accountability, integrity and sensitivity.</li> <li>Demonstrate a high level of interpersonal skills with the ability to develop rapport with a wide variety of people.</li> <li>Have an enthusiasm for social work and a commitment to directing professional development and personal growth.</li> <li>Is adaptable and flexible – open to change.</li> <li>Has initiative and self-motivation with excellent organisational and time management skills.</li> <li>Be able to work effectively both as a team member and autonomously as in independent practitioner.</li> <li>Is energetic and able to motivate others with a positive can-do attitude.</li> <li>Maintains a high level of confidentiality.</li> <li>Can manage conflict well.</li> <li>Able to display empathy.</li> </ul>	

## KEY RESULT AREAS

### Key Accountabilities

### Examples of Successful Delivery

#### Clinical Practice

##### Legislative Requirements

- Engages in an environment that puts the person at the centre of their care and recognises the health continuum across the community and hospital services in our rural environment.
- Upholds professional code of conduct.
- Works collaboratively with all members of the healthcare team.
- Ensures professional development and re-certification activities are completed.

- Adheres to professional and legislative standards of practice.
- Works according to the scope of Annual Practising Certificate.

##### Assessments and Interventions

- Undertakes accurate, comprehensive and timely assessments and evaluations.
- Plans and implements appropriate interventions.
- Provides relevant education and information in a format that can be clearly understood.
- Collaborates with clients to set realistic, person-centred outcomes.

- Uses appropriate specific strength based biopsychosocial /Te Whare Tapa Wha assessment and intervention tools as set down by departmental or professional protocols
- Interview, assess, facilitate family and other group meetings, deescalate and advocate to protect the rights and promote the interests of the client.

##### Documentation

- Maintains confidentiality of client information and documentation.
- Adheres to COHSL documentation standards.

- Documentation is timely, clear, concise and accurate.

##### Culturally Sensitive Practice

- Ensures the professional and clinical integrity of COHSL by upholding the obligations of Te Tiriti o Waitangi.
- Shows sensitivity to cultural complexity in the workforce and client population.
- Adheres to relevant policy and legislation.

- Assists clients to gain appropriate support and representation which reflects their cultural needs and preferences.

#### Quality & Risk Management

- Maintains professional and organisational quality standards.
- Identifies quality improvement opportunities in order to perform the role in an effective and efficient manner.

- Demonstrate a positive personal commitment to the culture of continuous quality improvement by ensuring quality values are integrated into personal daily practice.
- Active contribution to the implementation and ongoing maintenance of continuous quality improvement with the clinical teams.

#### Professional Development – Self

<ul style="list-style-type: none"> <li>Identify areas for personal and professional development.</li> <li>Actively seeks feedback and accepts constructive criticism.</li> <li>Participate in personal appraisal, professional development plan and supervision.</li> <li>Participate in professional standards reviews/observed practice/audits.</li> </ul>	<ul style="list-style-type: none"> <li>Training and development goals are identified and agreed with the Clinical Leader HSW / CNA and AH Service Leader annually.</li> <li>Performance objectives are reviewed with the Clinical Leader HSW / CNA and AH Service Leader annually.</li> <li>Evidence of participation in audits / reviews.</li> <li>Professional goals are set and worked through.</li> <li>Clinical Supervision supports safe practice.</li> </ul>
<b>External Liaison</b>	
<ul style="list-style-type: none"> <li>Participate in student training and liaise with tertiary education providers as required.</li> <li>Engage with external agencies to ensure positive patient outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Effective student training demonstrated through good communication and documentation.</li> <li>Services are put in place effectively.</li> </ul>
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>Undertaking duties from time to time that may be addition to those outlined above but which fall within your capabilities and experience.</li> </ul>	<ul style="list-style-type: none"> <li>You respond positively to requests for assistance, demonstrating adaptability and willingness.</li> </ul>
<b>Health, Safety &amp; Wellbeing</b>	
<ul style="list-style-type: none"> <li>Recognises individual responsibility for workplace Health &amp; Safety under the Health and Safety at Work Act 2015.</li> <li>Effort is made to strive for best practice in Health and Safety at all times.</li> </ul>	<ul style="list-style-type: none"> <li>You understand and consistently meet your obligations under the organisations Health &amp; Safety policy/procedures.</li> <li>Create an atmosphere where staff support each other, and workplace violence and bullying are not tolerated.</li> </ul>
<b>Cultural Safety</b>	
<ul style="list-style-type: none"> <li>Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> <li>Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.</li> </ul>	<ul style="list-style-type: none"> <li>COHSL's Te Tiriti o Waitangi obligations are upheld.</li> <li>Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> </ul>

## CHANGES TO POSITION DESCRIPTION

From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date