

Auckland District Health Board

Position Description

Position Description Authorised By:	Type: Department Specific
Title: Professional Leader, Social Work	Developed:

Position Details:	
Title:	Social Worker, Pacific Clinical/Cultural In-reach Social Worker to TWT
Department:	Lotofale, Pacific Island Mental Health Service
Service:	Adult Mental Health
Reports to (title):	Clinical Team Leader, Lotofale

Purpose of Position:
<p>This role works specifically with Pacific service users who are inpatients at Te Whetu Tawera. The focus is strong collaborations with whanau/family, community and inpatient clinical team/s to co-ordinate and maintain oversight of the acute inpatient episode of care; promoting recovery and timely discharge from Te Whetu Tawera to the appropriate community service. This includes following the CMHS/Te Whetu Tawera Transition pathway.</p> <p>Maintain effective, collaborative relationships with the multi-disciplinary clinical teams in Te Whetu Tawera; as well as Community Mental Health Service/s including Lotofale, in order to facilitate the required clinical and cultural pathways/processes for the service user.</p>

Key Accountabilities of Position:	Specific annual objectives to meet these accountabilities will be agreed separately with the one-up manager during the performance planning process
<p>1. Work in collaboration with Pacific service user through the journey to recovery</p> <ul style="list-style-type: none"> • Coordination of the inpatient episode of care for all Pacific service users in Te Whetu Tawera. • Ensure that the Pacific mental health team, including Matua based at Te Whetu Tawera is involved on admission, or as soon as practicable, in order to complete the cultural assessment process prior to the service users transition to community services. • Ensure relevant service user and clinical information from other sources is incorporated into the MDT plan. • Participate or lead where appropriate, assessments of Pacific service users in Te Whetu Tawera and ensure a MDT recovery and discharge plan is developed and implemented. • Identify community based support needs in conjunction with Pacific service user and family/whanau, that provide options to support recovery post discharge, and actively plan to put these in place as part of proactive discharge planning, e.g.; referral to Lotofale, referral to Mental Health NASC. • Participate actively in the Te Whetu Tawera morning handover and clinical Care Planning/Review Meetings to ensure the service users progress is tracked against goals, responsibility for interventions is assigned and discharge planning proceeds in a timely manner as per the Transition pathway. • Ensure contact is or has been made with appropriate whanau/family within one day of admission, (or immediately following weekend/public holiday). • Facilitate the ongoing involvement of family/whanau throughout the episode of care and act as the primary point of contact for whanau and others, with the involvement of the HKO team. • Organise and lead family meetings, as required, involving HKO and clinical team members where appropriate. • Communicate care plan and be primary point of contact for family/whanau/carers and community mental health team. • Ensure core clinical documentation is completed prior to discharge from TWT and relevant clinical information is available to community services. • Collaboration and communication with Lotofale, Pacific mental health service 	

2. Ensure appropriate members of Pacific mental health service, Te Whetu Tawera, and/or CMHC and NGO are involved in the delivery and transition of care through collaboration, co-operation and communication

- Maintain an integrated and flexible approach to ensuring appropriate transition of care is maintained.
- Facilitate ongoing, active collaboration with key workers and NGO staff during an inpatient episode of care.
- .Monitor length of stay for the pacific service user with the goal of ensuring pacific service users have the same or shorter average length of stay as non Pacific service users.
- Maintain collaborative professional relationships with key staff involved in service user care, including Consultants, Charge Nurses, members of the multi-disciplinary teams both at Te Whetu Tawera, and/or NGO's and community mental health services.
- Maintain an effective functional relationship with a designated Charge Nurse in Te Whetu Tawera.

3. Co-ordinate effective clinical interventions

- Participate in multidisciplinary team assessments and interventions as appropriate for designated Pacific service user.
- Provide clinical interventions relevant to Social Work scope of practice.
- Update key worker/s, other key team members, Pacific service user, regarding proposed or actual changes in care.

4. Participate as a member of the Multi- disciplinary Team in Te Whetu Tawera & Lotofale

- Contribute to a team culture of co-operation, collaboration, communication and support
- Participate effectively as a member of the MDT in weekly clinical review meetings and morning karakia/handover where practical
- Participate and attend client review meetings (weekly), sub clinical meeting & business meeting at Lotofale (monthly).
- Promote and model "best practice" collaborative relationships within the clinical team.
- Delegate appropriate work to the TWT Social Work assistant.

5. Contribute to the continuous quality improvement of the service

- Participate in quality initiatives and implementation of service improvements and service development as agreed by Clinical Team Leader
- Participate in service reviews and quality audits as requested.
- Ensure own practice meets professional and ADHB standards and values.

6. Ongoing Professional Development and maintains a level of practice that is in accordance with the SWRB practice standards, registration requirements, and Social work code of ethics and code of conduct.

- Fulfil own responsibilities within ADHB's performance review processes as agreed with the line manager and Social Work practice supervisor/Professional Leader to ensure ADHB performance processes are met along with the requirements of APC.
- Maintains and demonstrates the required competencies and skills within the social work scope of practice.
- Adheres to professional standards of practice and code of ethics, ADHB standards and values.
- Participates in regular supervision and offers supervision in accordance with the ADHB allied health supervision policy, specific to the service needs, position and profession.
- Attends regular Social work meetings, seminars and development days.
- Offers field work supervision to students and precepts interns.

- Contributes to the development of ADHB's workforce
- Demonstrates leadership appropriate to expected level of practice

Position Authorities:

Direct Reports (total FTE):	Nil
Delegated Authority:	Nil
Budget Accountability:	Nil

Relationships:

External	Internal	Committees/Groups
<ul style="list-style-type: none"> • Other DHB and NGO Mental Health Services including cultural specific MH service providers. • Consumer services • Community Health and Social Service providers, including primary care providers. • Accommodation Providers • Family/Whanau and carers • Government Agencies e.g. WINZ, Housing NZ 	<ul style="list-style-type: none"> • Service users • Staff at Lotofale • Staff in Te Whetu Tawera • Mental Health NASC (Service Coordinators.) • Other ADHB Mental Health Service staff, e.g. CMHCs, BRC. • Administration support staff • Consumer and Whanau/Family Advisors • Professional Leader, Social Work and Practice Supervisor 	<ul style="list-style-type: none"> • Internal staff meeting • Relevant professional group meetings • Other groups as agreed with Clinical Team Leader, Lotofale, professional advisor and HKO Advisor.

Person Specification:

<u>Key Attributes</u>	Essential Necessary for safe & effective performance in the position	Desired May contribute to immediate &/or improved performance in the position
Tikanga/Cultural	<ul style="list-style-type: none"> • Knowledge and understanding of Pacific people and health in New Zealand. • Experience of working with Pacific service users with serious mental illness. • Familiarity with Pacific communities. 	<ul style="list-style-type: none"> • Experienced community health professional with a case management background.
Education & Qualifications	<ul style="list-style-type: none"> • A Degree or Masters in Social Work • Has New Zealand social work registration & current APC . Or is eligible for NZ registration. • Current, clean NZ Driver's licence 	<ul style="list-style-type: none"> • Relevant post-graduate qualification • Completed the essential learning module for Working with Pacific peoples – "Real Skills plus Seitapu for people working in mental health and Addictions" and/or

		<ul style="list-style-type: none"> Registered on the national data base for Practitioner Competency Framework
Work Experience	<ul style="list-style-type: none"> Relevant post graduate Mental Health experience (minimum 3 years) Relevant experience working with people in hospital and/or community setting. Building and maintaining relationships with pacific communities, key stakeholders and allied services 	<ul style="list-style-type: none"> Experience in care co-ordination, preferably in an acute setting (inpatient or community). Experience of working in a cultural and mental health setting. Demonstrated experience in providing evidenced/ informed based advice to non Pacific working with Pacific and their whanau. Working knowledge of the Mental Health Act and PPP&R Act
Skills and Abilities	<ul style="list-style-type: none"> Able to conduct assessments, formulate goals and care plans Demonstrated self reflective practice Able to competently assess levels of risk and act on information appropriately and proactively Understanding of the recovery paradigm in mental health Ability to work with Pacific peoples in the context of whanau and relevant support systems Ability to identify Pacific health needs and translate this into care planning Ability to develop sound relationships within the service 	<ul style="list-style-type: none"> Working with people who have coexisting mental health and addiction issues Able to conduct cultural assessments and integrate in other assessments and care planning processes

<u>Critical Competencies</u>	Description
1. Pacific Island Cultural Awareness	<p>Displays and demonstrates key cultural practice competencies and understanding/acceptance of different people's value systems. Can recognise and create a safe environment for cultural issues to be discussed in a constructive way with clients and their families and within the team.</p> <p>Understands the significance on Cultural practice in daily practice, and can model best practice. Displays cultural awareness and sensitivity.</p> <p>Integrates and Implements Cultural model of care into own practice on a daily basis. Displays tikanga/cultural sensitivity and the ability to work with organisational strategies to improve opportunities for Pacific peoples.</p>
2. Clinical Appreciation	<p>Demonstrated skills and experience in cultural assessment, formulation and co-ordination of a range of treatment interventions in mental health settings. Knowledge of current relevant therapeutic models, relevant legislation, and professional guidelines. Knowledge of community health and social service providers within the ADHB area.</p>
3. Service User Focus	<p>Demonstrated ability to work collaboratively with service user and whanau integrating recovery principles into all work practices.</p>
4. Communication/ Interpersonal Skills	<p>Expresses information effectively, both orally and in writing. Ability to provide effective feedback, negotiate and facilitate. Adjusts language and style to the recipients considering their frame of reference.</p>
5. Teamwork	<p>Collaborates with other team members and other work groups to achieve objectives for the good of the whole. Takes on a leadership role when required. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences.</p> <p>Collaborates with fellow team members and other work groups to achieve objectives for the good of the whole. Actively contributes to and accepts consensus decisions. Seeks out opportunities to support others in achieving goals. Recognises and respects individual differences.</p>
6. Self Management	<p>Sets high standards and strives to achieve stretching goals. Displays drive and energy and persists in overcoming obstacles. Copes with stress, is resilient to change and understands personal limitations. Is proactive and displays initiative. Plans, prioritises and manages workload.</p>
7. Quality Orientation	<p>Ability to evaluate, monitor and identify achievements and outcomes of interventions. Pays attention to achieving priority goals and is able to take account of changing priorities. Can recognise and address barriers to achieving consistent quality and meeting objectives. Ability to participate effectively in self and peer review.</p>
8. Flexibility	<p>Ability to adapt and work effectively within a variety of situations and with various individuals or groups.</p>
9. Self Management	<p>Sets high standards and strives to achieve goals. Displays drive and energy and persists in overcoming obstacles. Is proactive and develops creative, effective solutions to improve outcomes. Copes with stress, is resilient to change and understands personal limitations.</p>

10. Computer Literacy	Competent in using basic Microsoft packages, including Outlook, diary management. Able to comply with the requirement to use electronic client records.
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