



## Position Description

<b>Position Title:</b>	<b>Social Worker - Counsellor</b>
<b>Reports to:</b>	<b>Family Services Manager</b>
<b>Division:</b>	<b>Family Services</b>
<b>Key Relationships:</b>	<p><b>Internal:</b> Family Services team, Nursing teams, Medical team, Education Team and Volunteers</p> <p><b>External:</b> Clients/Patients/Family/Whanau, Grief and Bereavement support groups, Community health providers, General public</p>
<b>Direct Reports:</b>	NIL

### **Hospice Waikato**

Hospice Waikato provides high quality hospice palliative care to people living with a life limiting or life threatening condition in the Waikato communities. Our care is provided across all settings; community home care, outpatient, hospice inpatient, aged residential care, Waikato Hospital and in conjunction with GPs and District Nurses. Consultation and advice is available 24 hours a day to patients, their family or carer, and their primary care team. Patients access our services through an interdisciplinary team of specialist doctors, nurses, therapy services, family support staff and volunteers.

### **Role Purpose**

The Social Worker - Counsellor will work as an active member of the Hospice Waikato Multi-Disciplinary Team to facilitate the well-being of patients and their family/whanau/carers, ensuring psychosocial support is provided in respect of social work, family support, grief, loss and bereavement. The role will offer appropriate support and education for Hospice Waikato employees, volunteers and when appropriate for other community services providers. The Social Worker - Counsellor is also a key player in promoting and upholding the brand integrity of Hospice Waikato and ensuring Hospice Waikato continues to be recognised as a professional service provider of high quality, patient focused, Palliative Care.

## Key Accountabilities

<b>Key Areas of Accountability</b> <i>What is the activity?</i>	<b>Key Performance Indicators</b> <i>How is it measured?</i>	<b>% of Role</b>
<p><b>Service Delivery: Social Work &amp; Counselling</b></p> <ul style="list-style-type: none"> <li>• Responding appropriately to Hospice Waikato patients, family/whanau/carers across all areas of the service.</li> <li>• Prioritising and managing patient's and their family/whanau/carer's needs.</li> <li>• Assessing, facilitating and providing social work and counselling services on an individual and/or group basis, either at Hospice Waikato, or in the client's home, as appropriate.</li> <li>• Providing psychosocial assessment, intervention strategies, discharge planning, family meetings and care to patients and their family/whanau/carers.</li> <li>• Liaising and promoting relationships with community counselling services.</li> <li>• Participating in the weekly Multi-Disciplinary Team meetings, ensuring confidentiality and respectful communication.</li> <li>• Completing documentation in client online system (PalCare).</li> <li>• Maintaining relevant social work resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Social work and counselling services appropriately provided.</li> <li>• Community service networks/relationships developed and maintained.</li> <li>• Participation in Multi-Disciplinary Team meetings.</li> <li>• Client notes completed.</li> <li>• Social work resources maintained.</li> </ul>	<p>60%</p>
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Contributing to and supporting the delivery of psychosocial educational opportunities for Hospice Waikato staff, volunteers, other health professionals and community counselling providers.</li> <li>• Demonstrating commitment to teamwork in planning education opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Psychosocial education sessions delivered.</li> <li>• Appropriate response to community educational events.</li> <li>• Teamwork evident.</li> </ul>	<p>15%</p>
<p><b>Personal and Professional Development</b></p> <ul style="list-style-type: none"> <li>• Ensuring own knowledge of psychosocial concerns, including grief, loss and bereavement counselling, as well as maintaining and updating palliative care knowledge and practice.</li> <li>• Seeking opportunities for continuing self-education.</li> </ul>	<ul style="list-style-type: none"> <li>• Own knowledge and practice maintained.</li> <li>• Education sessions attended.</li> <li>• Professional supervision utilised.</li> </ul>	<p>10%</p>

<ul style="list-style-type: none"> <li>• Attending relevant training and education sessions.</li> <li>• Completing annual Performance Appraisals as per Hospice Waikato policy and procedures.</li> <li>• Utilising professional supervision as per Hospice Waikato policy and procedures.</li> </ul>		
<p><b>Support</b></p> <ul style="list-style-type: none"> <li>• Providing professional or personal support for Hospice Waikato team members as need arises, ensuring sensitivity and confidentiality is observed.</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive and confidential support for Hospice Waikato team provided.</li> </ul>	5%
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Promoting and supporting safe working practices within Hospice Waikato at all times.</li> <li>• Contributing to maintaining a safe and hazard free work environment by proactively identifying, reporting and managing hazards.</li> <li>• Ensuring any visitors brought into the workplace are aware of and remain compliant with the relevant health &amp; safety policies and procedures.</li> <li>• Ensuring the timely and accurate reporting of all workplace near misses, incidents and accidents</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring organisational compliance with the Health &amp; Safety at Work Act. Includes making sure Hospice Waikato is not exposed to unnecessary risks or costs associated with non-compliance and that lost time injuries do not occur as a result of failure to follow health and safety procedures.</li> </ul>	5%
<p><b>Organisational Contribution</b></p> <ul style="list-style-type: none"> <li>• Proactively engaging as a member of the Allied Health Team.</li> <li>• Proactively contributing to special projects when required.</li> <li>• Actively seeking opportunities to improve systems, processes and work practices within own position and Hospice Waikato as a whole.</li> <li>• Actively promoting the services of Hospice Waikato externally.</li> <li>• Integrating the Hospice Waikato values into work practices and relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Active engagement in projects.</li> <li>• Hospice Waikato Values visible in work ethic and behaviours.</li> <li>• Potential improvements identified and highlighted across organisation.</li> <li>• Promotion of Hospice Waikato visible in practice.</li> </ul>	5%

### Person Specification for Social Worker – Counsellor

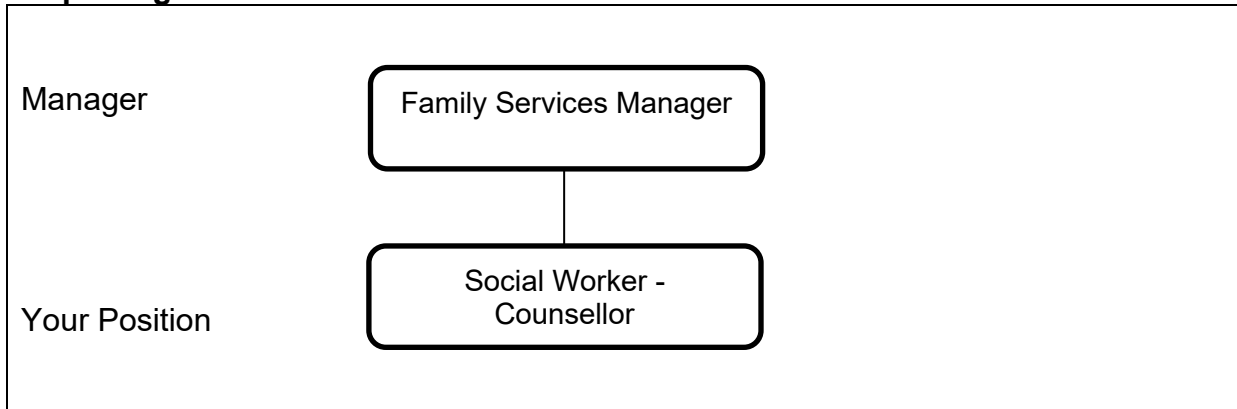
	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in Social Work and/or Counselling with own Code of Ethics.</li> <li>• Registration with ANZASW and/or MNZAC / NZCCA</li> <li>• Full Class 1 (car) drivers licence.</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate degree or equivalent level of learning through experience</li> <li>• Post graduate qualifications in Palliative Care or willing to study towards.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum of 3 years experience in psychosocial care in a health sector.</li> <li>• Experience working with people and families living with life limiting conditions and/or other significant challenges.</li> <li>• Experience working in the community.</li> <li>• Proven success in providing support for team members both on an individual and group basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within palliative care industry.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Palliative Care and Hospice Philosophy.</li> <li>• Knowledge of psychosocial care.</li> <li>• Has a working knowledge and understanding of Treaty of Waitangi and how it impacts on the professional relationship.</li> <li>• Working knowledge of the Health and Disability Code of Rights.</li> </ul>	
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• Inter-personal skills that enable warm, compassionate and appropriate contacts with people.</li> <li>• Excellent time management and caseload management skills.</li> <li>• Life experience, maturity and sensitivity.</li> <li>• Exceptional listening, verbal, written and communication skills; good organisational and planning skills.</li> <li>• Self awareness and clarity about own psychosocial and spiritual wellbeing.</li> <li>• Demonstrated ability to be empathic towards others in their journey, working ethically and safely, to a broad range of cultures, needs and behaviours.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Commitment to an inclusive multi-cultural and multi-faith approach in the role.</li> <li>• Ability to work effectively through conflict and maintain personal resilience in difficult situations.</li> <li>• Proven ability to develop trust and build successful and effective community wide networks.</li> <li>• Possesses a visible passion for Allied Health within the field of palliative care.</li> <li>• Demonstrates a collaborative working style, enabling the creation of strong relationships with key stakeholders and colleagues.</li> <li>• Sound level of understanding of Equal Employment Opportunity and Treaty of Waitangi principles and their application to the work within Hospice Waikato.</li> <li>• Computer literate with practical experience of MS Office.</li> </ul>	
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### Hospice Waikato Values

Values	Example of behaviours
<p><b>C</b>ommunity United by heart, we walk alongside our people, near and far, working in partnership to provide quality holistic care.</p>	<ul style="list-style-type: none"> <li>• Evidence of engaging in supportive relationships and practice within work</li> <li>• Evidence of developing appropriate internal and external networks</li> </ul>
<p><b>A</b>dvocacy Honouring the cycle of life and death, ensuring our people have a voice, insisting that all have equal access to quality care.</p>	<ul style="list-style-type: none"> <li>• Stands up for and supports our people</li> <li>• Evidence of professional and ethical standards in delivery.</li> <li>• Work reflects personal and professional commitment to quality care</li> </ul>
<p><b>R</b>espect We have respect for our people, our diversity, and in our communication through safe and holistic practice.</p>	<ul style="list-style-type: none"> <li>• Treats others with respect and works co-operatively</li> <li>• Deals with conflict in a respectful way</li> <li>• Openly respectful of diversity</li> </ul>
<p><b>E</b>mpathy Being with our people, acknowledging uniqueness, and supporting with dignity, respect and compassion.</p>	<ul style="list-style-type: none"> <li>• Demonstrates genuine willingness to understand why people do what they do</li> <li>• When interacting with others can demonstrate ability to understand positions, intentions and needs</li> <li>• Understands and is available to help when others are struggling</li> </ul>

**Reporting Line**



**Declaration**

I have read and understand this position description. I understand that I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position. This position description may evolve over time and may be amended by the employer following reasonable notice to me.

Signed as confirmation of understanding and acceptance of the role and its key areas of accountability and key performance indicators.

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

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