



## Job Description

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| Job Title:      | Social Worker – MDT & Liaison                                                                       |
| Reports to:     | Manager Health and Connection                                                                       |
| Division:       | Health Services – Ratonga Hauora                                                                    |
| Department:     | Health and Connection – Health Services                                                             |
| Direct Reports: | Nil                                                                                                 |
| Location:       | HomeGround – 140 Hobson Street, Auckland (1010); mobile across Mission sites and community settings |

### Te Tāpui Atawhai Auckland City Mission

#### Ko wai mātou Who we are

**Te Tāpui Atawhai Auckland City Mission** supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive environment where whānau, kaimahi and partners feel valued, respected and empowered to advocate for themselves, our whānau Māori and the communities we serve. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

#### Our Values

- **Manaakitanga** – We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha, and respect.
- **Mana tika/Mana Ōrite** – Committed to equity and seeking dignity for all, we will fearlessly advocate with and for those experiencing greatest need.

- **Rangapū** – We seek and engage in authentic partnerships characterized by mutual trust, integrity, respect, transparency, commitment, and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.
- **Atawhai** – Compassion, care, and grace guide our every interaction.

### Health and Connection

Health and Connection supports the Mission by providing accessible, responsive, mobile and relationship-based health and social support to people experiencing significant barriers to accessing health care and other services.

Acknowledging the ongoing impacts of colonisation, systemic inequities and breaches of Te Tiriti o Waitangi, Health and Connection is committed to improving equitable access, experience and outcomes for Māori and other populations experiencing disadvantage, using data, whānau voice and continuous improvement processes to identify and address inequities.

Working across community and outreach settings, the multidisciplinary team builds trusted relationships with tāngata whaiora and whānau, meeting people where they are and supporting connection to health care, alcohol and other drug services, harm reduction, mental health support, housing, social services and other resources that contribute to improved health and wellbeing.

Health and Connection brings together professional and lived-experience expertise to provide coordinated, person-centred and culturally safe support. Working across Te Tāpui Atawhai and community services, the team reduces barriers to care and improves health and wellbeing outcomes for people experiencing homelessness, poverty, trauma, substance use, mental distress and other complex needs.

### Te Kaupapa o Te Tūranga - Position Purpose

The Social Worker – MDT & Liaison is responsible for providing professional social work assessment, intervention and advocacy alongside multidisciplinary coordination, liaison and referral oversight within the Health and Connection team.

The role supports equitable access to Health and Connection services by applying an equity lens to referral, triage and coordination processes, identifying barriers to engagement, and contributing to improved outcomes for Māori and other populations experiencing disadvantage.

The role supports effective multidisciplinary responses for people and whānau experiencing complex and intersecting health and social needs. As a key point of connection between Health and Connection, other Mission services and external health, social, cultural and community providers, the role helps ensure referrals are appropriately considered, allocated, progressed and followed through in ways that are culturally safe, responsive and whānau-centred.

The Social Worker provides direct client and whānau contact where social work assessment, engagement, advocacy or intervention is indicated and contributes professional social work

expertise to multidisciplinary decision-making and care planning. The role promotes self-determination by supporting clients and whānau to make informed choices, participate meaningfully in decisions affecting them, and pursue goals that reflect their aspirations, values and priorities.

Working closely with the Manager Health and Connection and multidisciplinary colleagues, the role supports effective MDT processes, information sharing, referral pathways and cross-service communication while maintaining clear professional accountability and boundaries. The role also contributes to identifying and escalating systemic barriers and inequities affecting access, engagement and outcomes for clients and whānau.

### **Ngā Kawenga Matua - Key Responsibilities**

#### **Multidisciplinary Team Coordination and Liaison**

- Support effective multidisciplinary working across Health and Connection, ensuring health, social, cultural and whānau perspectives are brought together around client and whānau needs.
- Coordinate and contribute to MDT hui, case discussions and case reviews, including preparation and follow-up of agreed actions where required.
- Support clear communication between Health and Connection practitioners, other Mission services and external providers.
- Liaise with relevant internal and external practitioners to clarify roles, responsibilities, actions and service involvement.
- Contribute professional social work perspectives to multidisciplinary assessment, planning and decision-making.
- Promote whānau voice, self-determination and culturally responsive approaches within multidisciplinary discussions and care planning
- Support coordinated responses for clients whose needs span multiple health, social and community services.
- Identify gaps, duplication or barriers within multidisciplinary responses and work collaboratively to resolve these.
- Promote appropriate information sharing and collaborative practice in accordance with client consent, privacy requirements, professional standards and organisational policy.
- Ensure information sharing supports informed consent, respects cultural considerations and upholds the rights and preferences of clients and whānau.

#### **Referral Oversight and Service Coordination**

- Support oversight of referrals into Health and Connection, helping ensure referrals are received, reviewed, prioritised and progressed through agreed pathways.
- Ensure an equity lens to referral review, prioritisation and allocation processes to support equitable access and outcomes, particularly for Māori and other populations experiencing disadvantage.
- Review referral information and identify where further information, clarification or initial client contact is required.
- Support appropriate allocation of referrals according to presenting needs, practitioner scope and team capacity.
- Monitor referral patterns, delays and access barriers and escalate concerns where these may contribute to inequitable access, engagement or outcomes.
- Make initial contact with clients and whānau where required to clarify needs, support engagement and inform appropriate next steps.
- Monitor referral progress and follow up where actions, allocation or external responses remain outstanding.
- Support effective communication with referrers regarding referral status, outcomes or alternative pathways where appropriate.
- Identify referrals requiring urgent review or escalation and ensure these are brought promptly to the appropriate practitioner or Manager.
- Maintain clear and accurate records of referral activity, decisions, actions and outcomes.
- Contribute to the development and refinement of referral criteria, pathways and processes as the Health and Connection service develops.

#### **Social Work Assessment and Intervention**

- Undertake social work assessment with clients and whānau where indicated, considering individual, whānau, cultural, environmental and systemic factors affecting health and wellbeing.
- Develop strengths-based plans in partnership with clients and whānau that reflect their aspirations, priorities, cultural values and self-determined goals.
- Provide time-limited social work intervention, advocacy and support appropriate to identified needs and professional scope.
- Support clients and whānau experiencing complex circumstances including homelessness, housing instability, poverty, mental health needs, substance use, trauma, family or whānau challenges and barriers to accessing services.
- Identify and respond appropriately to safeguarding, vulnerability and social risk concerns in accordance with professional and organisational requirements.

- Advocate alongside clients and whānau where systemic barriers or service complexity affect access to health, social or community support.
- Support clients to understand options, exercise choice and participate meaningfully in decisions affecting them.
- Recognise when specialist or longer-term intervention is required and facilitate connection with the appropriate service.
- Maintain clear professional boundaries and avoid unnecessary duplication of existing keyworker or practitioner functions.
- Identify and respond appropriately to safeguarding, vulnerability and social risk concerns in accordance with professional and organisational requirements.
- Advocate alongside clients and whānau where systemic barriers or service complexity affect access to health, social or community support.
- Escalate recurring barriers and inequities through agreed service pathways and contribute to solutions that improve access and outcomes.
- Support clients and whānau to make informed choices, exercise choice and lead decisions that affect their wellbeing, care and service engagement.
- Recognise when specialist, cultural or longer-term intervention is required and facilitate connection with the appropriate services, Māori providers, cultural expertise and culturally responsive interventions and support pathways.
- Maintain clear professional boundaries while working collaboratively with key workers, practitioners and providers to ensure coordinated and complementary support for whānau.

#### **Client and Whānau Engagement**

- Build trusting, respectful and culturally safe relationships with clients and whānau.
- Use flexible, relationship-based approaches to engage people who may have experienced barriers to or disengagement from services.
- Undertake community, home, hospital or service-based contact where appropriate to the needs of the client and agreed purpose of the intervention.
- Work in partnership with whānau and support people where appropriate and with client consent.
- Communicate complex information clearly and sensitively, adapting communication to individual needs and circumstances.

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| <ul style="list-style-type: none"> <li>• Support continuity of engagement during transitions between practitioners, services or settings.</li> <li>• Support clients and whānau to make informed decisions, identify and build on their strengths, exercise choice, and participate meaningfully in decisions that affect their wellbeing, goals and engagement with services.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Internal and External Service Relationships</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with relevant Mission services and practitioners.</li> <li>• Establish and maintain strong working relationships with iwi, whānau, Māori providers and relevant cultural expertise, alongside health, mental health, AOD, housing, disability, justice, income support and social service providers, to support coordinated care, equitable access and improved outcomes for whānau.</li> <li>• Act as a liaison point where coordinated communication between Health and Connection and external services is required.</li> <li>• Maintain current knowledge of relevant health, social, cultural and community service pathways.</li> <li>• Advocate and lead collaborative problem-solving where whānau experience barriers between services or do not clearly meet existing service thresholds.</li> <li>• Represent Health and Connection professionally in relevant cross-service meetings, networks and forums.</li> <li>• Contribute to strengthening relationships and pathways between Health and Connection and key external partners.</li> <li>• Represent Health and Connection professionally in relevant cross-service meetings, networks and forums.</li> <li>• Contribute to strengthening relationships and pathways between Health and Connection and key external partners.</li> </ul> |
| <b>Service Development, Quality and Reporting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Identify recurring barriers, service gaps and inequities arising from frontline coordination, including issues affecting Māori access, engagement and outcomes, and raise these with the Manager Health and Connection.</li> <li>• Monitor and identify barriers, disparities and inequities affecting whānau access and engagement, raise these through agreed reporting pathways, and contribute to development of service improvements that support equitable outcomes, particularly for Māori.</li> <li>• Maintain agreed activity and outcome information and contribute relevant context and narrative to service reporting.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <ul style="list-style-type: none"> <li>• Contribute whānau feedback, lived experience insights and observations of inequitable service access or outcomes to service improvement activities.</li> <li>• Support the collection of information that helps the service understand whānau experience, equity issues and opportunities for improvement.</li> <li>• Contribute frontline insight to Health and Connection service planning, development and evaluation.</li> <li>• Identify opportunities to strengthen integration between Mission services and external health and social service systems.</li> <li>• Maintain accurate, timely and professional documentation and records.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Professional Social Work Practice and Team Contribution</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Demonstrate professionalism, Manaakitanga, sensitivity, respect, ethical practice and confidentiality, and contribute to culturally safe experiences for whānau, colleagues and partner agencies.</li> <li>• Practise in accordance with Social Workers Registration Board requirements, professional standards, ethical obligations and scope of practice, maintaining current registration and an Annual Practising Certificate.</li> <li>• Apply social work theory, evidence, critical reflection and professional judgement in practice, recognising when clinical, social work or other specialist assessment and intervention is required.</li> <li>• Maintain ongoing professional development and current knowledge relevant to social work practice and the populations we serve.</li> <li>• Maintain appropriate professional boundaries, accountability for social work decisions and interventions, and the integrity of sensitive information.</li> <li>• Work collaboratively within the multidisciplinary Health and Connection team, across the wider Mission and with external partners, contributing social work expertise while respecting the knowledge, scope and responsibilities of other disciplines.</li> <li>• Communicate clearly and effectively with whānau, colleagues and external providers to support coordinated and responsive service delivery.</li> <li>• Manage competing priorities effectively, supporting agreed service priorities and maintaining a focus on follow-through and outcomes.</li> <li>• Participate in supervision, professional development, training and performance review processes as required.</li> </ul> |
| <b>Health and Safety, Quality and Compliance, Ethics</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>• Act within the professional boundaries outlined in the Mission Code of Ethics and Code of Conduct in all dealings with co-workers, clients and external agency stakeholders. Fulfil</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

Te Tāpui Atawhai Auckland City Mission policies and procedures with particular attention to safeguarding, health and safety, equality, equity and diversity.

- Lead a culture of positive and engaged health and safety practice. Meet requirements of health and safety policy and the Health and Safety at Work Act NZ. Take responsibility to work safely by taking reasonable care of your own health and safety and ensuring your actions or omissions do not pose harm to yourself or others. Additionally, it is essential to comply with any reasonable instructions, policies or procedures provided to ensure a safe and healthy work environment for all.
- Ensure risks associated with mobile and outreach work are identified, assessed and appropriately managed.
- Ensure staff understand and follow processes relating to lone working, personal safety, information security, incident reporting and escalation.
- Ensure service delivery complies with relevant legislative, regulatory, contractual and professional requirements.

#### **Tikanga – Culture and Relationships**

- Demonstrate and promote commitment to Te Tiriti o Waitangi by embedding its principles of leadership, decision-making, service delivery and continuous improvement through the mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.
- Demonstrates a deep understanding of cultural safety principles<sup>1</sup> and applies them to mitigate power imbalances in workplace and service delivery environments.
- Demonstrate cultural awareness when engaging with all people
- Demonstrate understanding of the impacts of colonisation and systemic inequities on Māori Health and wellbeing, including trauma, mental health, addiction, poverty and homelessness; and actively support initiatives that promote equity and tino rangatiratanga.
- Ability to communicate clearly and effectively with people from all walks of life and at various organisational levels
- Advocate for social justice, improved social conditions and a fair sharing of the community's resources

#### **Ngā Whēako – Ngā Tohu Mātauranga**

##### **Qualifications, Experience, Knowledge and Skill Requirements**

The skills, experience and knowledge outlined below may be obtained from many different experiences. For example, from paid work, voluntary work, work undertaken within your Marae,

<sup>1</sup> Ramsden, I. M. (2002). *Cultural safety and nursing education in Aotearoa and Te Waipounamu* (Doctoral dissertation, Victoria University of Wellington). Research Archive @ Victoria

Church, or from specific iwi/whānau responsibilities. The list below outlines transferable skills, knowledge and experience we are seeking for this role.

If qualifications are required for the role, they are also outlined below. If no qualifications or preferred qualifications are outlined, we will consider equivalent experience for the role.

| Ngā Pūkenga Nui - Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Tūranga Motuhake - Role-specific                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <ul style="list-style-type: none"> <li>• Recognised social work qualification.</li> <li>• Current registration with the Social Workers Registration Board and current Annual Practising Certificate.</li> <li>• Relevant social work experience within health, mental health, AOD, housing, homelessness, community or other complex social service settings.</li> <li>• Demonstrated experience undertaking social work assessment, intervention and advocacy with people experiencing complex needs.</li> <li>• Experience working collaboratively within multidisciplinary or multi-agency environments.</li> <li>• Strong interpersonal and relationship-building skills, with the ability to engage effectively with clients, whānau, colleagues and external providers.</li> <li>• Strong written and verbal communication skills.</li> <li>• Sound professional judgement, ethical practice and ability to manage sensitive and confidential information appropriately.</li> <li>• Strong organisational and time-management skills with the ability to manage competing priorities and follow actions through to completion.</li> <li>• Ability to remain calm, thoughtful and professional in complex, emotionally challenging or high-pressure situations.</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrated ability to coordinate effectively across multidisciplinary teams and multiple service systems.</li> <li>• Experience participating in or supporting multidisciplinary case review, care planning or complex case coordination.</li> <li>• Strong understanding of referral, triage and service-allocation processes.</li> <li>• Ability to review complex information, identify key needs and risks and contribute to appropriate prioritisation and allocation decisions.</li> <li>• Experience establishing and maintaining productive relationships across health and social service networks.</li> <li>• Knowledge of health, mental health, AOD, housing, disability, justice, income support and community service pathways relevant to the population served.</li> <li>• Experience engaging people who experience significant barriers to accessing or remaining connected with services.</li> <li>• Understanding of the impacts of colonisation, trauma, poverty, homelessness and systemic inequities, particularly for Māori.</li> <li>• Demonstrated commitment to culturally safe, strengths-based, trauma-informed and person-centred social work practice.</li> </ul> |

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| <ul style="list-style-type: none"> <li>• Current full New Zealand driver's licence.</li> <li>• Commitment to upholding the articles of Te Tiriti o Waitangi in organisational practice.</li> <li>• Values aligned with the mission and purpose of Auckland City Mission – Te Tāpui Atawhai.</li> </ul> | <ul style="list-style-type: none"> <li>• Ability to balance direct client work with MDT, referral oversight, liaison and service coordination responsibilities.</li> <li>• Strong documentation skills and ability to maintain accurate records of referrals, assessments, decisions and actions.</li> <li>• Experience contributing to service development, pathway design or quality improvement is desirable.</li> <li>• Familiarity with RecordBase or other clinical/client information systems is desirable; training can be provided.</li> </ul> |
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### Haere Mai - Why join us?

**Cultural Respect:** Be part of an organisation that values and integrates te ao Māori into its core values and operations.

**Career Growth:** Access to professional development and internal career progression opportunities.

**Supportive Environment:** Engage with a diverse network of colleagues and participate in culturally enriching events and activities.

**Tō Mātou Kaupapa Our Mission:** We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

**Tō Mātou Kitea Our Vision:** A Tāmaki Makaurau where everyone can thrive.

#### OUR IMPACT STATEMENTS

- Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau.
- Everyone has access to enough good kai to sustain themselves and their whānau needs.
- Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.