



Job title

Registered Social Worker

Purpose

To provide high-quality professional support and case management to manuhiri and their whānau, walking alongside them on their chosen path towards improved wellbeing. The role supports manuhiri experiencing complex social challenges, fostering trust, empowerment, and connection, while contributing to a multi-disciplinary approach within WCM's Community Services.

Specific duties and responsibilities

- Deliver professional, person-centred assessment, planning, and case management for manuhiri and their whānau.
- Build trusting relationships with manuhiri, recognising their unique needs, experiences, and aspirations.
- Support manuhiri in identifying goals and steps to achieve short, medium, and long-term outcomes.
- Advocate for manuhiri within social systems, ensuring equitable access to services and support.
- Collaborate within a multi-disciplinary team (MDT) to ensure coordinated and effective service delivery.
- Share knowledge and advice with colleagues and the wider sector to enhance service provision.
- Apply trauma-informed, harm reduction, and culturally responsive approaches in practice.
- Demonstrate understanding and integration of Te Ao Māori perspectives and other cultural frameworks in service delivery.
- Maintain professional records, documentation, and communication in accordance with WCM standards and policies.
- Identify and contribute to process improvements that enhance service delivery.
- Uphold WCM's values, ethical standards, and health and safety practices.

Skills, experience & education

- Strong interpersonal and communication skills, able to engage with diverse communities.
- Resilient and adaptable, capable of managing complex and challenging situations.
- Solution-focused and strength-based approach to practice.
- Culturally competent, with awareness of Te Tiriti o Waitangi principles and diverse community needs.
- Confident in advocacy, negotiation, and working within multi-agency frameworks.
- Committed to professional development and reflective practice.
- Relevant health or social service qualification with current registration (e.g., Social Work, Occupational Therapy, Counselling, Psychology, AoD Practitioner).
- Understanding of harm reduction approaches and trauma-informed care.
- Knowledge or experience in mental health, addictions, neurodiversities, or FASD (desirable).
- Experience in providing individual or group support within community or NGO settings.
- Full and clean New Zealand driver's licence.

General duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.

- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.