

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position: Bridge Director – Wellington Region

Date/Version: April 2024

OUR ORGANISATION

Who we are

The Salvation Army has been transforming lives since 1865. We work in over 130 countries, coordinated by our International Headquarters in London and we are a registered charity under the Charities Act 2005. The Army has over 2,000 officers and employees in New Zealand, Fiji, Tonga and Samoa and is recognised as a high value employer.

Our Mission Statement

The Salvation Army is a worldwide evangelical Christian Church and human service provider. Our message is based on the Bible. Our ministry is motivated by love for God. Our mission is to preach the Gospel of Jesus Christ and meet human need in His name without discrimination. We aim to care for people and transform lives through God in Christ by the Holy Spirit's power. We work for the reform of society by alleviating poverty, deprivation and disadvantage, and by challenging evil, injustice and oppression, in the name of Jesus.

Te Tiriti O Waitangi

The Salvation Army is firmly committed to honouring the principles of partnership, protection and participation inherent in Te Tiriti o Waitangi.

- **Partnership:** New Zealand was founded on the basis of bicultural partnership. The Salvation Army aims to work together with Māori in all its church and social service settings, involving and supporting each other.
- **Protection:** The inequalities that exist between Māori and Tauīwi in New Zealand cause Māori to face considerable challenges and hardships. The Salvation Army strives to see Māori protected from the social and economic causes of inequality so they can achieve the best possible outcomes for themselves in their own land.
- **Participation:** The Salvation Army greatly values the many Māori serving within The Salvation Army as church leaders, staff and volunteers. These individuals enrich The Salvation Army as a movement and strengthen its mission.



PURPOSE OF THE TEAM

The Salvation Army Bridge Services provide a range of effective support services in both residential and community-based settings that use a range of evidence-based holistic approaches to reduce the physical, physiological and social harm that can result from the use of alcohol and or other drugs.

The Bridge welcomes diversity and is inclusive of culture, age, disability, sexuality and gender identity and we are also committed to supporting people who experience co-existing mental health challenges and take a kaupapa whānau (working with other services) approach in working together to support the well-being of our tāngata whaiora.

Our services encourage participation in the development and practical application of skills where people are supported to set their own goals and recovery plan in order to reduce the harmful effects of alcohol and or other drugs.

POSITION PURPOSE

The Director is responsible for upholding the Salvation Army's mission and Christian ethos, working in accordance with organisation structures, policy, and procedures, as well as the effective strategic and operational management of the Bridge. Effective strategic and operational management encompasses financial performance of the center, ensuring occupancy levels are reached and maintained, and that community relationships with external service providers and funders are maintained.

Functional Relationships:

National Management Team

All staff

Tāngata Whaiora (clients)

Family/whānau of tāngata whaiora (clients)

Referral agencies

Alcohol and Other Drug and Gambling providers

Mental Health service providers

DHB Funding and Planning

A&SAS Directors

KEY RESULT AREAS

Model of Treatment

- Commitment to working within and ensuring that staff work within the framework of The Salvation Army Model of Treatment and other agreed models relevant to addictions.

Policies and Procedures

- The Salvation Army's Bridge Programme national and local policies and procedures are implemented and adhered to.

Tāngata Whaiora (clients), Family/Whānau

- The Mission Statement and Values are reflected throughout the centres systems, practices, and daily routines.
 - Tāngata whaiora (client), family/whānau surveys are conducted regularly with follow-up.
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Cultural Safety

- Committed to the principles of the Treaty of Waitangi as they apply to The Salvation Army Bridge Programme.
- Clients receive care without discrimination on the basis of race, culture, health, sexual orientation, or age.

Leadership

- Staff are motivated to succeed in their role by clear direction, open communication, appropriate delegation, and professional standards of conduct and presentation.
- Effective coordination and planning of the overall organisation and day-to-day running of the centre.
- Regularly meeting with the Wellington Bridge management team to review operational and strategic requirements and team requirements.
- Ensuring continuous management and staffing cover exists, including covering for staff where appropriate/required.

Business Management

- A Business Plan is developed annually in conjunction with the budget and is reviewed quarterly.
- The Director accepts accountability for budget planning and annual operating budgets. Variations from budget have reasonable explanations.
- Financial returns are filed, and monthly reports are analysed as received.
- Internal financial audit requirements and recommendations are promptly and effectively addressed.
- Monthly Bridge Reports are submitted to the National Operations Manager within specified timeframes.
- Contractual performance monitoring returns are undertaken and sent to National Office within specified timeframes.
- Develop and implement a Communication Plan which identifies strategic networking and new business opportunities.

Risk Management

- Building security is implemented to ensure tāngata whaiora and staff safety is maintained.
- Risk register is maintained and reviewed regularly.
- A current fire evacuation scheme approved by the New Zealand Fire Service is maintained. All staff are aware of and trained in fire evacuation procedures. Fire drills are conducted satisfactorily at six-month intervals.
- The Director meets the requirements set out in the Salvation Army's Building Act 1991 Compliance Manual Maintenance Procedures.
- An effective Infection Control programme operates.
- Develop and maintain a Business Continuity Plan and Civil Defence Emergency Plan which is maintained and known to staff.
- A food safety management programme is operational.
- An effective occupational health and safety programme operates in accordance with legislation and the Salvation Army's Occupational Health and Safety policy and procedures.

Staff Management

- Recruitment and appointment of staff is completed as per policy, and all staff have an employment agreement and job descriptions.
 - All staff undertake an orientation programme which are documented in staff files.
 - Up to date duty and task lists are available for each position.
 - All staff undertake performance reviews on a regular and planned basis.
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- An efficient staff roster system operates where appropriate to meet the needs of tāngata whaiora.
- Annual leave is approved on a planned basis known to staff.
- Timesheets are certified correct either by the Director or an appropriate delegate.
- Disciplinary and dismissal procedures are appropriately initiated and progressed when justified as per the relevant employment agreement and in consultation with Human Resources.

Property Management

- A maintenance programme operates for buildings, plant, furniture, and grounds. Official Minute PRO is adhered to.
- The grounds are safe, well maintained, and attractive.
- Building exterior and interior are aesthetically pleasing.
- The vehicle(s) are maintained in a safe and working condition with current Warrant of Fitness and registration.

Privacy

- The Director acts as the Privacy Officer for the centre and ensures that the principles of the Privacy Act 1993 and the Health Information Privacy Code 1994 are upheld.

Quality Programme

- A culture of continuous quality improvement is upheld.
- An annual quality plan is developed and implemented in consultation with staff.
- Contracted quality requirements are fulfilled, and audits demonstrate that required standards of service are being achieved, with corrective actions completed within required timeframes.
- An internal auditing programme is implemented, and corrective actions are documented and followed through.
- Complaints are processed and responded to as per policy with set timeframes.

Professional Development

- Demonstrates commitment to continuing professional development relevant to the service.
- Knowledge of legislation and regulatory requirements is current and applied.
- Regular professional supervision is undertaken.
- Annual performance reviews are undertaken.

Relationship Management

- Develop and maintain formal and informal strategic networks and partnerships.
- Regular attendance at sector network meetings and involvement in sector projects.
- Regular promotional presentations to referrers and stakeholders.

Health and Safety

- Undertake Health & Safety Induction as directed.
- Adhere to all Health and Safety guidelines and policies.
- Health & Safety reporting is undertaken according to guidelines and policies.

Mission Support

- Commits to upholding and supporting The Salvation Army mission and Christian values.
 - Actively maintains positive communication and effective working relationships with other team members.
 - Supports and assists other members of the team in achieving their goals.
 - Works collaboratively with the other TSA expressions in the area/region in order to maximise missional outcomes.
 - Willingness to work with Tikanga and to develop an understanding of Te Tiriti o Waitangi.
 - Is committed to creating a diverse environment and is proud to be an equal opportunity employer.
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ESSENTIAL QUALIFICATIONS

- Full or Provisional Registration with SWRB, DAPAANZ, or other relevant professional body is preferred.
- Qualification in Management or related field is desirable.
- Proven experience and skills in a senior management role and leading teams in a health/social services sector.
- Relevant experience in working with tāngata whaiora with addictions, individually, in groups, and with their family/whānau.

REQUIRED COMPETENCIES & ATTRIBUTES

- Ability to relate to people with addictions with sensitivity, caring, and patience.
- Excellent written and oral communication skills, including ability to write adequate records and reports.
- Excellent networking skills.
- Computer literate.
- Tact, discretion, and confidentiality.
- Commitment to quality improvement processes.
- Excellent working relationships with staff.
- Self-organising: good organising and administration skills.
- Cultural awareness.
- Understanding of, respect for, and ability to work with the Salvation Army's mission, principles, and Christian ethos.
- Good health and physical fitness.
- Flexibility.
- Sense of humour.
- Ability to travel to attend Director's meetings.
- Ability to develop and implement plans.
- Current drivers license.