

# POSITION DESCRIPTION

## The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

<b>Position:</b>	<b>Counsellor</b>
<b>Reports to:</b>	Operations Manager
<b>Date:</b>	December 2024

### OUR ORGANISATION

<b>Who we are</b>	<p>The Salvation Army, a beacon of hope and transformation since 1865, operates in over 130 countries under the coordination of our International Headquarters in London. As a registered charity under the Charities Act 2005, we are committed to making a difference. Our diverse workforce, serving in New Zealand, Fiji, Tonga, and Samoa comprises more than 5,000 people including officers, employees, and a vibrant community of volunteers. We are proud to be recognised as a high-value employer that cherishes the contributions of each member of our caring workforce. Our volunteers, valued members of our Army, help us extend our reach and deepen our impact, embodying our commitment to community service. Together, we strive to continue our legacy of positive change.</p>
<b>Our Mission Statement</b>	<p>The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by love for God. Its mission is to preach the gospel of Jesus Christ and meet human needs in his name without discrimination.</p> <p>In the context of New Zealand, Fiji, Tonga, and Samoa, we apply this through our local mission statement of caring for people, transforming lives and reforming society by God's power.</p>
<b>Te Tiriti O Waitangi</b>	<p>The principles of Te Tiriti o Waitangi, as articulated by the Courts and the Waitangi Tribunal, provide the framework for how we will meet our obligations under Te Tiriti in our day-to-day work.</p> <p><b>Tino Rangatiratanga:</b> The principle of self-determination provides for Māori self-determination and mana motuhake. This requires The Salvation Army to work with partners in the design, delivery and monitoring of our relevant services.</p> <p><b>Equity:</b> The principle of equity requires The Salvation Army to commit to achieving equitable health outcomes for Māori through our services.</p> <p><b>Options:</b> The principle of options requires The Salvation Army to ensure that all of its services are provided in a culturally appropriate way that recognises and supports the expression of Te Ao Māori.</p> <p><b>Partnership:</b> The principle of partnership requires The Salvation Army to work with iwi, hapū, whānau and Māori communities to design, deliver and monitor services that seek to improve outcomes for Māori.</p>



**CONNECTED**  
We are better together



**COMPASSIONATE**  
We live out love in action



**INNOVATIVE**  
We respond to the changing realities of the world



**COURAGEOUS**  
We do what's right, not what's easy

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## PURPOSE OF THE TEAM

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The Transitional Housing and Supported Accommodation programme provides safe short-term accommodation for tangata in need. While in the service whānau are supported by skilled professionals to address their immediate needs, provide wrap around supports and secure long-term accommodation. Examples of wrap around supports can include financial mentoring, creating links with other Salvation Army services, connecting with community-based support organisations and/or local marae.

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The Salvation Army have been involved in Transitional Housing for the past 115 years and were one of the first providers of this service within Aotearoa. We continue to be one of the leading Transitional Housing providers working in partnership with the Ministry of Housing and Urban Development (HUD) and Ministry of Social Development (MSD).

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## PURPOSE OF THE POSITION

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To facilitate and support the mission of the Salvation Army at Epsom Lodge

- To support the SAS Model of Care, policies and procedures.
- To promote Cultural Safety with clients, staff and in external relationships
- To maintain SAMIS and other Documentation to specified standards
- To support and contribute to the staff team environment, including help with casework when needed
- To provide speciality focused input into clients in agreed areas such as counselling, small group work, assessments, clinical input.

### ***Functional relationships***

Centre Director

Centre Management Team

Centre Staff and Volunteers

Clients and their families

Referral Agencies

Mental Health and Social Support Service Providers

Social Workers and Property Coordinators

Other Government agencies and local community organisations

National Office Team

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## KEY RESULT AREA/

KEY RESULT AREA	KEY TASKS
<b>Mission support</b>	<ul style="list-style-type: none"> <li>– Commits to upholding and supporting The Salvation Army mission and Christian values.</li> <li>– Actively maintains positive communication and effective working relationships with other team members.</li> <li>– Understands and follows units manuals and policies.</li> <li>– Supports and assists other members of the team in achieving their goals.</li> <li>– Works collaboratively with the other TSA expressions in the area/region in order to maximise missional outcomes.</li> <li>– Willingness to work with Tikanga and to develop an understanding of Te Titiri o Waitangi.</li> <li>– Is committed to creating a diverse environment and is proud to be an equal opportunity employer.</li> <li>– Attends team meetings and engages positively with the team to maintain positive relationships focussed on caring for people and delivering the service.</li> <li>– Knowledgeable of Transitional Housing Contract and Salvation Army Policies</li> </ul>
<b>Cultural Safety and Working with Diversity</b>	<ul style="list-style-type: none"> <li>– Committed to the principles of the Treaty of Waitangi as they apply to The Salvation Army ASARS Services.</li> <li>– Clients receive care without discrimination on the basis of race, culture, health, sexual orientation or age.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>– Take initiative in identifying professional development needs and training opportunities in consultation with Line Manager               <ul style="list-style-type: none"> <li>○ Seeks opportunities for continuous professional development</li> </ul> </li> <li>– Undertake regular supervision as per policy               <ul style="list-style-type: none"> <li>○ Maintain Registration with appropriate professional industry recognised</li> </ul> </li> </ul>
<b>Casework (if required)</b>	<ul style="list-style-type: none"> <li>– Facilitate comprehensive assessment and on-going planning with an allocated number of clients               <ul style="list-style-type: none"> <li>○ Formal appraisal, SAMIS audit and client feedback of completed casework</li> </ul> </li> <li>– Facilitate the assessment, admission and discharge of clients as required.               <ul style="list-style-type: none"> <li>○ Complete admission forms and admission process as required</li> </ul> </li> <li>– Ensure that each client within an allocated caseload has a recovery/transition plan               <ul style="list-style-type: none"> <li>○ The plan template for each client is relevant and up to date</li> </ul> </li> <li>– Work with each client within an allocated caseload towards the achievement of goals towards and including transition into the community               <ul style="list-style-type: none"> <li>○ Each client understands the goals on their recovery journey and works towards their achievement</li> <li>○ Peer and client feedback</li> <li>○ Client satisfaction with and progress through the service</li> <li>○ Compliments/complaints regarding appropriateness of service.</li> </ul> </li> <li>– Liaise with referral agencies, peers, medical staff, regarding client's health status and needs               <ul style="list-style-type: none"> <li>○ SAMIS file audits, client and agency feedback</li> <li>○ Client feedback</li> <li>○ Client/Whanau feedback</li> </ul> </li> <li>– Initiate client referral to appropriate settings/services on completion of assessment</li> <li>– Act with or on behalf of clients with outside agencies (e.g. Work &amp; Income, Housing New Zealand)</li> <li>– Work with each client towards the engagement and involvement of partners and whanau in their recovery journey, as appropriate</li> <li>– Maintain a high level of professional practice recognising the dignity, individuality of clients in terms of personal contact and handling of client issues and information</li> </ul>

KEY RESULT AREA	KEY TASKS
<b>Group Facilitation and Counselling</b>	<ul style="list-style-type: none"> <li>Facilitate structured small group experiences for clients engaged in all stages of the service <ul style="list-style-type: none"> <li>Structured group experiences are organised and run well</li> </ul> </li> <li>Undertake Brief Intervention Counselling focused upon set number of sessions <ul style="list-style-type: none"> <li>Operate Counselling and Groups based on a Brief intervention model</li> </ul> </li> <li>Groups are operated as a coordinated manner as part of a weekly programme <ul style="list-style-type: none"> <li>Groups content agreed by team and Management before been undertaken to ensure suitability and direction of service</li> </ul> </li> <li>Help create and evaluate group programmes as needs arise</li> </ul>
<b>Reporting and information sharing</b>	<ul style="list-style-type: none"> <li>Client information collected by the centre is stored and shared in a safe and appropriate manner MSD Guidelines relating to the storing and sharing of client information are understood and adhered to by all centre employees Information is shared with MSD according to contract requirements</li> <li>Any privacy breach is managed according to TH Operating Guidelines Comply with the Salvation Army standard of recording of notes and collation of client data in the required format <ul style="list-style-type: none"> <li>Audit of SAMIS files</li> </ul> </li> <li>Understand the operation of The Salvation Army Mission Information Management System (SAMIS) Sound knowledge of and operation of SAMI</li> </ul>
<b>Child Protection</b>	<ul style="list-style-type: none"> <li>Effort is taken to identify and intervene when the safety and development of children is at risk.</li> <li>Appropriate processes are followed if a concern arises and are recorded and reported</li> <li>Staff are not working in isolation with children.</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>Promote service aims and objectives positively within the community <ul style="list-style-type: none"> <li>Service aims and objectives are well known within the community</li> </ul> </li> <li>Maintain positive relationships with other providers and referral agencies <ul style="list-style-type: none"> <li>Positive relationships are built and maintained with other providers and agencies</li> </ul> </li> <li>Demonstrate knowledge of community services and resources that support client</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>From time-to-time other duties in line with the position may be required.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Undertake Health &amp; Safety Induction as directed.</li> <li>Adhere to all Health and Safety guidelines and policies.</li> <li>Health &amp; Safety reporting is undertaken according to guidelines and policies.</li> </ul>

## OUR CORE COMPETENCIES

The Salvation Army's workforce is supported to work towards the development of our five core competencies

- Calling** - Our purpose, our motivation, our WHY;
- Connection** - Our commitment to maintaining positive relationships with others, through co-operation, co-ordination and collaboration with our teams, organisation and wider community;
- Cultural Engagement** - A shared process involving peoples of different cultures respectfully connecting with each other, learning from each other, and finding equitable ways to work together;
- Role Specifics** - The specific tools, competencies, standards, and values to do your role; and
- Well-being** - A positive state of physical, mental, emotional, social, whānau family, and spiritual wholeness for both your workplace and your ministry.

By focusing on our values – connected, compassionate, innovative and courageous – and these core competencies, The Salvation Army supports the growth of all employees to reach their fullest potential.

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## REQUIRED FORMAL QUALIFICATIONS

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Minimum Mental Health/Addictions/Social Service Diploma level 7 or Degree in Social Work, Nursing, Counselling (or similar)

Registration with Social Work, Nursing, NZAC Counselling, DAPAANZ, or other recognized sector membership.

Graduate/Post Grad Certificate/Diploma in Addictions/ Mental health counselling focussed (or willing to work towards completing)

An understanding of, and heart for, social justice issues.

Hold a clean full driving licence.

– Be Legally entitled to work in New Zealand

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## REQUIRED COMPETENCIES & ATTRIBUTES

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- Provide Clinical input into Caseworkers meetings
- Strong relationship building
- Previous or current experience in transitional housing would be advantageous
- Computer literate including Teams, Outlook and Office 365
- Able to relate to people with sensitivity, care and patience
- A team player and an open communicator
- Excellent organisation, time management and multi-tasking skills.
- A high level of personal integrity.
- An ability to work under pressure in a fast-paced environment.
- A proactive (high level of initiative), problem solving attitude.
- Ability to work well within a team and/or alone using appropriate management consultation.
- An eye for detail and ability to meet deadlines.
- Highly developed written and oral communication skills
- A strong understanding of, and a heart for, social justice issues
- Ability to work to targets and deadlines
- Ability to work proactively, problem solve and meet multiple demands.
- Strong cultural competency, with the ability to work from a bicultural perspective
- A Commitment to the mission and values of The Salvation Army

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