

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position/ Tūranga:	Team Leader
Reports to/ Kai Ārahi:	Clinical Operations Manager
Date/ Te Rā:	May 2026

OUR ORGANISATION / TĀ MĀTOU RŌPŪ

Who we are/Ko wai mātou 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.

Our Mission Statement/Te tauākī whāinga mō mātou 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.

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.

Te Tiriti O Waitangi 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.

Tino Rangatiratanga: 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.

Equity: The principle of equity requires The Salvation Army to commit to achieving equitable health outcomes for Māori through our services.

Options: 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.

Partnership: 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.



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

PURPOSE OF THE TEAM / TE TAKE O TE TĪMA

To provide professional and clinical leadership, advice to Senior Management, and supervision of a designated group of staff and their day-to-day operational work.

PURPOSE OF THE POSITION / TE TAKE O TE TŪRANGA

- Manage a team of clinical and non-clinical staff to deliver Bridge services safely, efficiently, and effectively.
- Provide support to Tangata to enhance their therapeutic journey.
- Where applicable, provide support to Tangata in relation to accessing other health providers.
- Work in collaboration with other staff to deliver programme activities.
- Work on a variety of tasks, maintaining an efficient and safe environment for TSA Bridge Clients and Staff.

Functional relationships/Hononga Mahi

- Tangata of TSA
- Referring Agents
- Clinical and non-clinical Staff
- Mission Team
- Te Whetu Ora and other AOD (Alcohol and Other Drugs) treatment providers and Non-Government Organisations (NGO's)
- Consumer Advisor
- The General Public
- TSA Management Team
- Team Leader Peers
- Providing/encouraging clinical supervision
- Other organisations/institutions

KEY RESULT AREAS / NGĀ WĀHANGA PUTANGA MATUA

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KEY TASKS/NGĀ MAHI MATUA

Staff and Team Management/Te Kapa Whakahaere

- Assist in the recruitment, appointment, and orientation of staff.
 - Support staff in achieving the objectives of the programme.
 - Assist with performance reviews of staff as delegated.
 - Disciplinary and dismissal procedures are properly initiated and progressed when justified as per the relevant employment agreement and are discussed with the Operations Manager.
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KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Service and Contract Performance/Ngā Hua	<ul style="list-style-type: none"> – Provide professional/clinical leadership and undertake coordination of designated staff to ensure a high quality of services delivered to clients, their families/whanau, and agencies that interact with the Bridge. – Positively engage with the public and Tangata both in person and via telephone. – Maintain open, honest, timely constructive dialogue with senior colleagues. – Take the lead in ensuring that clinical files and processes are followed, completing audits as required. – Oversight of random breath and urine testing, which may include room or property searches as per Bridge policies. – Provide AOD education to consumers both in group and individual settings to maintain and improve/promote health. – Responsible for locally based Health and Safety, ensuring good practice is followed, providing training and education for both staff and Tangata. – Undertaking appropriate audits and communicating results. – Take on direct client workload utilising the CRA model. – Actively encourages and supports student placement with the centre from a range of health professions. – Oversight of local office procedures, invoicing, and appropriate management of the budget.
Partnership and Collaboration/Piritanga	<ul style="list-style-type: none"> – Maintain and foster positive relationships with external services through excellent phone and email skills. – Networks are developed and maintained. – Interactions with the public are friendly and positive. – Main point of contact between the service and: pharmacy contracted GP / local Te Whetu Ora clinical services.
Professional and Personal Development/Ka tipu ā mahi, ā tangata	<ul style="list-style-type: none"> – Commit to continued learning, both formal and informal. – Undertake professional development as agreed with the line Manager. – Fulfil your responsibilities within TSA’s performance review process by: <ul style="list-style-type: none"> ○ Completing an annual personal development plan. ○ Establishing annual goals, objectives, performance targets, and strategies to meet these. – Takes initiative in identifying development needs and accessing training opportunities.
Mission Support/ Tautoko i te whāinga matua	<ul style="list-style-type: none"> – Commitment to upholding and supporting The Salvation Army Mission and Christian ethos. – Integrating The Salvation Army Mission into the role.
Safeguarding people from harm/Hei Whakamaru Tāngata	<ul style="list-style-type: none"> – Upholds a zero tolerance for any form of abuse and or neglect. – Understanding and adherence to all Safeguarding policies and procedures that protect the well-being, safety, and rights of all people. – Actively contribute to a strong safeguarding culture and create a protective environment for all people. – Complies with all safeguarding reporting obligations.
Health and Safety/ Hauora me te haumarū	<ul style="list-style-type: none"> – 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.

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
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Other Duties/ Ētahi atu mahi	– From time to time, other duties in line with the position may be required.
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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 people 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.

REQUIRED FORMAL QUALIFICATIONS/ME WHAI TOHU

- Be fully registered with an appropriate professional body
- Hold a current annual practising certificate (if appropriate to qualification)
- Have a health management qualification
- Proficient in Microsoft Office skills in Word and Excel
- Current clean Driver's Licence (class 1)
- At least 2 years' experience managing a team of clinical staff

REQUIRED COMPETENCIES & ATTRIBUTES/ME WHAI PŪKENGA

- Excellent written and oral communication skills.
- Good cross-cultural understanding.
- Ability to work cooperatively in a team environment, sharing information, ideas, and effective practices while maintaining client and service privacy and confidentiality.
- Practice attentive and active listening, have the patience to hear other people out, and can accurately restate the opinions of others even when he/she disagrees.
- Has a logical scheme for deciding what is important; courage to make choices: differentiates between critical and trivial, and communicates these priorities effectively. Utilises good time management skills.
- Dedicated to meeting the requirements of the role and the expectations of the Tangata. Establish and maintain effective relationships with Tangata, gaining their trust and respect.
- Proactively develop relationships with both internal and external parties. Give high priority to Director and Tangata satisfaction, able to relate to a diverse group of people, supporting fair and equal treatment for all.
- Look for and encourage new ideas and creative solutions to problems. Challenges the way things are done and make improvements.
- Works effectively alone as well as within a team.
- Ability to relate to people with addictions with sensitivity, caring, and patience.
- Values diversity.
- Understanding of, respect for, and ability to work with The Salvation Army's mission, principles, and Christian ethos.
- Has a resilient nature.