

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position: Director Addictions and Health

Reports to: Social Mission Stream Lead

Date: October 2024

OUR ORGANISATION

Who we are

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 Vision Statement

Together, we live out the good news of Jesus Christ so that everyone can experience hope, wholeness and ongoing transformation – the fullness of life as God intended.

Our Mission Statement

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 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 Tauwiwi 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.

Our Values

- **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

The Salvation Army manages its range of social services through four streams within an overall Social Mission team.

The Addictions and Health stream is one of these streams, responsible for providing services to vulnerable people seeking help for addiction and health concerns through our network of Bridge Centres (treatment for Alcohol and Other Drug (AOD) addiction), our Multi-Venue Exclusions (MVE) team, and our Hauora Health Service.

PURPOSE OF THE POSITION

The Director Addictions and Health Services provides overall strategic leadership and operational management for The Salvation Army Addictions and Health service stream nationally, including support for Fiji, Samoa and Tonga. The role ensures delivery through high-quality performance, service development, contract management, ensuring quality and safety, and fostering a holistic mission.

Responsibilities include:

- Line management, coaching and supporting of stream Centre Directors/Leaders.
- Collaboration with principal funders and relevant organisations in the sector.
- Working in partnership with Social Mission Leadership Team to implement strategic directions.
- Ensuring services and centres remain viable and within budget.

Functional relationships

- Member of the Social Mission Leadership Team
 - Social Mission Stream Lead and other Social Mission Leadership Team members
 - Bridge Centre Directors
 - Practice Manager Hauora Service
 - National MVE Administrator
 - Bridge Administrator
 - National Consumer Advisor
 - National Quality Manager Health
 - Business Advisory and Management Accounting teams
 - Contracts and Relationships Manager
 - Regional Services Managers
 - Government Ministry representatives
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KEY RESULT AREAS

KEY RESULT AREA	KEY TASKS
Vision, Strategy & Planning	<ul style="list-style-type: none">– Set the overall strategy for Addictions and Health services, in line with the Salvation Army's Territorial Strategic Framework and broader Social Mission objectives.– Ensure all Addictions and Health services have Action Plans in place with appropriate development goals, monitoring implementation nationally and locally.– Work with services to explore options for new service development. In conjunction with the Innovation and Improvement team, lead the RFP process for service growth and the implementation of new services.– Maintain an up-to-date knowledge of the external environment and ensure Salvation Army addiction and health services are operating relevantly and effectively.– Ensures services reflect The Salvation Army's faith-based identity, integrating values into service delivery to support holistic mission outcomes.
Staff and Team Management	<ul style="list-style-type: none">– Active member of the Social Mission Leadership Team.– Leads and fosters an organisational and team environment that provides role clarity, facilitates learning and professional development, encourages synergy across teams, service integration and cross sector collaboration.– Full line management responsibilities and coaching of direct reports.– Conduct regular development conversations and staff reviews / appraisals for direct reports– Assist Centre Directors with operational issues at centres, such as capital projects and staffing structures.– Promotes ethical behaviour throughout the organisation.
Wellbeing and Growth	<ul style="list-style-type: none">– Model self-care practices and supports others to look after their own wellbeing.– Ensure training opportunities, supervision and appropriate conferences are promoted well and staff and leadership are encouraged to attend.– Support bi-cultural practices and opportunities for growth in cultural responsiveness.– Support the holistic development of both services and staff, ensuring that faith integration is a core component.– Contributes to the development and leads the implementation of a workforce development plan for Addictions and Health.
Finances and Funding	<ul style="list-style-type: none">– Overall responsibility for financial stewardship and sustainability across all Addictions and Health services– Develop overall Addictions and Health Services budget, monitoring nationally.– Work with Service Directors to address negative variances in budget– Seek and secure funding opportunities to support addiction and health initiatives.

Service and Contract Performance	<ul style="list-style-type: none"> – Overall responsibility for AOD, MVE and Health services, including service delivery, safe practice, clinical governance, and risk management. – Ensure practice policies, processes, and frameworks are promoted, enhanced, and adhered to. – Ensure that all activities comply with all relevant legislation and ethical standards. – Monitor Addiction & Health service performance against contracted targets and service specifications, centre by centre. – Work with Centres to ensure KPI targets are met. – Ensure full utilisation and compliance of Salvation Army systems at each centre. – Produce reports as required for key stakeholders, including contract providers, TSA Management Board (TMB) and the Social Mission Leadership Team.
Partnership and Collaboration	<ul style="list-style-type: none"> – Represent The Salvation Army on appropriate Addictions and Health forums. – Initiate, coordinate and facilitate meetings with relevant external agencies and government departments. – Develop funder relationships and support contract negotiations with Contracts team. – Ensure Directors/Managers are networking with external agencies. – Ensure Addiction and Health services partner with Salvation Army Corps and wider services to provide holistic, wrap-around support. – Encourage appropriate partnering in service delivery.
Other Duties	<ul style="list-style-type: none"> – From time-to-time other duties in line with the position may be required.
Professional and Personal Development	<ul style="list-style-type: none"> – Commit to continued learning both formal and informal. – Undertake professional development as agreed with line manager.
Mission Support	<ul style="list-style-type: none"> – Demonstrates and commits to upholding and supporting The Salvation Army mission and Christian values. – Actively maintains positive communication and effective working relationships with other team members. – Understands and follows manuals and policies. – Supports and assists others in achieving their goals. – Works collaboratively with the other TSA expressions in order to maximise missional outcomes. – Willingness to work with Tikanga and to develop an understanding of Te Tiriti o Waitangi. – Is committed to working towards creating a diverse environment, as TSA is proud to be an equal opportunity employer.
Health and Safety	<ul style="list-style-type: none"> – Undertake Health & Safety Induction as directed. – Adhere to all Health and Safety guidelines and polices. – Health & Safety reporting is undertaken according to guidelines and polices.

REQUIRED FORMAL QUALIFICATIONS

- Relevant tertiary qualification, such as a Degree in Addictions/Health/Counselling and/or Management.
- Experience in working at a management level within an Addiction or Health Social Agency in New Zealand.
- Proven experience in leading dynamic teams.
- Full driver's licence.

REQUIRED COMPETENCIES & ATTRIBUTES

- Proven success in delivering services in a large complex social service, exhibiting executive management competencies.
- Strong interpersonal and team leadership skills, with the ability to negotiate, collaborate and resolve conflicts across teams to develop solutions and obtain buy-in.
- Excellent communication skills both orally and in writing at all levels.
- Strong planning, organisation and time management skills, including the ability to prioritise tasks.
- Experienced and skilled at working with people from diverse cultural backgrounds.
- High level of initiative.
- Thrives on achieving goals, with minimal supervision, in a fast-paced environment.
- Understanding of the law and safety in the workplace.
- Ability to work cooperatively in a team environment, sharing information, ideas and effective practices while maintaining client and service privacy, and confidentiality.
- Excellent cross-cultural understanding and commitment to honouring Te Tiriti obligations in the context of Salvation Army mission and direction.
- Broad working knowledge of The Salvation Army.