POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora

Position/ Tūranga:	Quality Coordinator
Reports to/ Kai Ārahi:	**Auckland Bridge Director**
Date/ Te Rā:	**September 2025**

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 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

The Salvation Army Auckland Bridge service exists to provide safe, integrated, high quality treatment and support services to people whose lives have been affected by alcohol or substance use. Our services are evidenced based best practice and are known for being people-centered, caring, transformative and responsive.
Based across three Bridge sites and one respite site in Auckland

PURPOSE OF THE POSITION / TE TAKE O TE TŪRANGA

We are seeking an experienced Clinical Quality Coordinator with a strong background in health and quality systems, and a demonstrated commitment to improving outcomes for tangata whaiora affected by addiction and mental health challenges. The successful candidate will be a collaborative professional with excellent communication skills, a solution-focused approach, and the ability to work effectively and respectfully within a diverse, multidisciplinary team. The Quality Coordinator is responsible for:

- Upholding and supporting The Salvation Army's mission and Christian ethos and commitment to holistic care.
- Implementing National and Local Quality Assurance programmes in consultation with the National Quality Manager and Bridge Director.
- Leads the implementation of national quality initiatives, standards, and improvement programmes within the local context.
- Supporting a structured programme of continuous quality improvement, using data analysis, audits, service user feedback, and service evaluation.
- Ensuring communication and compliance in relation to TSA polices and Local Procedures and quality. standards, including adherence to internal audit processes.
- Identifying and documenting quality risks and working collaboratively with officers and managers to implement risk mitigation strategies and Quality Improvement initiatives.
- Building internal audit capability across the Auckland Bridge team by delivering training, developing user-friendly resources, and facilitating mentoring or peer support.
- Overseeing and promoting ongoing workforce development and training for all staff.
- Maintaining accurate and timely reporting responsibilities such as Internal Audit report, Adverse Events and monthly reports to the Bridge Director and National Quality Manager.

Functional relationships/Hononga Mahi

- Work collaboratively with Auckland Senior management team.
- Functional relationship with National Quality Manager.
- Educational institutes such as abacus, AUT etc.
- Staff- clinical and non-clinical.

KEY RESULT AREAS / NGĀ WĀHANGA PUTANGA MATUA

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Quality Assurance Framework	– Ensure all Policy/procedures/ documentation are current and managed through the local document management system. – Current versions of templated documents are being used across all sites. – Ensure Quality is an agenda item at all local management meetings as well as monthly senior management meeting where you will attend and report Quality activity and improvement initiatives. – Input into annual Auckland action Plan. – Input into Auckland pandemic and business continuity plans. – Lead the development of the annual quality plan in alignment with national priorities and under guidance from the Bridge Director. – Oversee infection prevention and Microbial stewardship with RN- completing monthly and annual report to Director.
Training	– Laise with training organisations to deliver on-going training to all staff, IE, First AID, de-escalation etc. – Maintain training records of all staff attendance at any trainings – Oversee relationships with external clinical supervisors ensuring all staff have valid contracts etc.
Adverse Event & Compliant Management	– Adverse events are documented in safety hub. – Complaints are documented in complaints register and hard copy of complaint and response kept on file. – Monthly reconciliation of AEs, risks, complaints with the Director identifying any trends on a quartile basis to the director and National Quality Manager.
Internal Monitoring and Risk Management Framework	– Implement and regularly review the internal monitoring programme and schedules to ensure compliance and quality standards are met. – Trending analysis of internal monitoring outcomes and reporting at monthly SMT and Quality meeting. – Maintain and update the risk register following each monthly SMT discussion meeting.
Audit Service and Contract Performance/Ngā Hua	– Conduct internal audits to ensure services are ready for external audits: – Social services – Corrections – Contract – Compliance with Pae Ora health standards – TSA

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Partnership and Collaboration/Piritanga	– Willingness to work with Tikanga and to develop an – understanding of Te Tiriti o Waitangi. – Actively maintains positive communication and effective working – relationships with other team members. – Is committed to creating a diverse environment and is proud to be an equal opportunity employer
Other Duties/ Ētahi atu mahi	– From time-to-time other duties in line with the position may be required. – Any lawful instruction from the Director
Professional and Personal Development/Ka tipu ā mahi, ā tangata	– Commit to continued learning both formal and informal. – Supports and assists other members of the team in achieving their goals. – Completing an annual personal development plan. - Establishing annual goals, objectives, performance targets, and strategies to meet these.
Mission Support/ Tautoko i te whāinga matua	– Commits to upholding and supporting The Salvation Army mission and Christian values. – Actively maintains positive communication and effective working relationships with other team members.
Safeguarding people from harm/Hei Whakamaru Tāngata	– Upholds a zero tolerance to any form of abuse and or neglect. – Understanding and adherence to all Safeguarding policies and procedures that protect the wellbeing, 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 haumaru	– Lead Health and Safety Team meetings with monthly report into SMT meeting – 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.

OUR CORE COMPETENCIES / NGĀ PŪKENGA MATUA O MĀTOU

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 diverse 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

- A clinical qualification with experience of working with people with a substance use disorder, RN, DAPAANZ, NZNO, SWRB
- Preferably a relevant tertiary qualification (e.g. health sciences, social sciences, public health)
- NZQA 19025 - Quality Management and Internal Audits (or willing to obtain)
- Health & Safety Training (or willing to attend)
- At least 2 years experience working in a healthcare environment.
- A minimum of 1 years' experience in a clinical quality, or audit role.
- Demonstrate the ability to apply organisational policies and procedures.
- Strong report writing and analytical skills.

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.
- Demonstrate the ability to apply organisational policies and procedures.
- Strong report writing and analytical skills.
- Computer competent skills.