

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Position/ Tūranga: Bridge Caseworker

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 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

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.

PURPOSE OF THE POSITION / TE TAKE O TE TŪRANGA

Provision of casework, including assessment, counselling, group work and community interface for individuals experiencing difficulties in relation to their recovery from substance dependence by working within the framework of The Salvation Army Bridge Model of Treatment and within The Salvation Army Bridge Programme's Policies and Procedures.

Functional Relationships:

Management Team
Team Leader / Co-ordinator Casework Staff Team Clients
Client Family/Whanau Support Staff
Referral Agencies
Mental Health Service Providers

KEY RESULT AREAS / NGĀ WĀHANGA PUTANGA MATUA

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Model of Treatment	<ul style="list-style-type: none">– Commitment to working within the framework of The Salvation Army Model of Treatment.– The Salvation Army's Bridge Programme national and local policies and procedures are implemented and adhered to.
Cultural Safety	<ul style="list-style-type: none">– 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.
Clinical Care	<ul style="list-style-type: none">– Ensure all communication are clear and concise.– Clearly articulating experiences, insights, and recommendations in a way that is impactful and relatable.– Practice active listening to fully understand the perspective and needs of others.– Responding to feedback by internal stakeholder in a timely manner.– Foster good working relationships with both internal and external stakeholders.– Keep leadership well informed on progress on work tasks, emerging issues and difficulties.
Group Facilitation	<ul style="list-style-type: none">– Facilitates structured group experience for clients engaged in all stages of the programme.– Adheres to prescribed group goals as outlined in Model of Treatment - Client Clinical Pathway and Community Reinforcement Approach Programme Manual.

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Administration	<ul style="list-style-type: none"> – Sound knowledge of and operation within The Salvation Army Mission Information System (SAMIS) in management of client files. – Complies with the Bridge Programme standard of recording of case notes and collation of client data in the required format. – Documentation is of a professional standard. – Client privacy and confidentiality is maintained.
Teamwork	<ul style="list-style-type: none"> – Participates fully in the consultative function of the Case Worker Team. – Assists Case Worker Team in achieving the objectives of the team. – Provides professional and clinical input to the Staff Team. – Represents the interests of clients in the team.
External Relationships	<ul style="list-style-type: none"> – Bridge Programme aims, objectives are promoted positively within the community. – Maintains positive relationships with other providers and referral agencies.
Programme Quality	<ul style="list-style-type: none"> – Actively seeks to improve the quality of the Bridge Programme through proactively identifying and addressing issues that impact negatively upon programme quality and performance.
Other Duties/ Ētahi atu mahi	<ul style="list-style-type: none"> – From time-to-time other duties in line with the position may be required.
Professional and Personal Development/Ka tipu ā mahi, ā tangata	<ul style="list-style-type: none"> – Commit to continued learning both formal and informal.
Mission Support/ Tautoko i te whāinga matua	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – 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 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.

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.

REQUIRED FORMAL QUALIFICATIONS/ME WHAI TOHU

- Diploma, Degree in Addiction & Drug Studies.
- Commitment to continuing professional development relevant to Alcohol and Drug studies.
- Full or Provisional Registration with DAPAANZ or other professional body.
- Relevant experience in, working with people with addictions, individually, in groups and with their significant others.

REQUIRED COMPETENCIES & ATTRIBUTES/ME WHAI PŪKENGĀ

- Ability to relate to people with addictions with sensitivity, caring, and patience.
 - Good written and oral communication skills, including ability to write adequate records and reports.
 - Computer literate.
 - Tact, discretion, and confidentiality.
 - Commitment to quality improvement processes.
 - Works well as a team member. Maintains good working relationships with colleagues.
 - Self organising: good organising and administration skills.
 - Flexibility.
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