

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Position: Clinical Team Leader

Reports to: Operations Manager

Date: October 2025

OUR ORGANISATION

Who we are	The Salvation Army has been transforming lives since 1865. We work in over 130 countries, coordinated by our International Headquarters in London and we are a registered charity under the Charities Act 2005. The Army has over 2,000 officers and employees in New Zealand, Fiji, Tonga, and Samoa and is recognised as a high-value employer.
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	<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>
Te Tiriti O Waitangi	<p>The Salvation Army is firmly committed to honouring the principles of partnership, protection, and participation inherent in Te Tiriti o Waitangi.</p> <ul style="list-style-type: none">– 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 Tauīwi 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 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.



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

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

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.

POSITION PURPOSE

- 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

- 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

KEY TASKS

The Salvation Army Mission

- Commitment to upholding and supporting The Salvation Army Mission and Christian ethos.
- Integrating The Salvation Army Mission into the role.

Model of Treatment, Policies and Procedures

- The Salvation Army Bridge Programme's National and Local Policies and Procedures are implemented and adhered to.
- Familiar with the Model of Treatment.
- Use of CRA (Community Reinforcement Approach) tools is consistent within the scope of the role.
- SAMIS files completed accurately and appropriately.

Cultural Safety and Working with Diversity

- Commitment to the principles of the Treaty of Waitangi as they apply to The Salvation Army Bridge.

	<ul style="list-style-type: none"> – Operating without discrimination based on race, culture, health sexual orientation, gender, or age.
Service Delivery	<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.
Teamwork	<ul style="list-style-type: none"> – Work within The Salvation Army Respect Policy framework. – Provide additional support to the wider team upon request. – Recognise and adhere to professional boundaries. – Manage weekly client clinical review meetings. – Conduct staff performance appraisals on time.
External Relationships	<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 Development	<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.
Human Resources Management	<ul style="list-style-type: none"> – 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.

Clinical Audit and Documentation	<ul style="list-style-type: none"> – Through clinical audit ensure self and staff have sound knowledge of and operate within The Salvation Army Mission Information System (SAMIS) for the management of current files. – Staff comply with the Bridge Services standard of recording case notes and collation of client data in the required format. – Documentation is of a professional standard. – Tangata privacy and confidentiality are maintained.
Quality Improvement	<ul style="list-style-type: none"> – Ensure quality assurance activities are maintained e.g. Audits. – Participates in the planning, development, and implementation of a quality assurance programme.
On-Call Duties Consultation Availability	<ul style="list-style-type: none"> – Available for on-call consultation and call out onsite as required.
Health and Safety	<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 taken according to guidelines and policies. – Sound knowledge and practice of occupational safety and health policy. – Understand procedures and personal responsibilities and involvement in evacuation drills and civil defence emergencies. – Use all equipment correctly and with proper care and attention observing education and instruction given.
Other Duties	<ul style="list-style-type: none"> – From time-to-time other duties in line with the position may be required.

REQUIRED FORMAL QUALIFICATIONS

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

REQUIRED COMPETENCIES & ATTRIBUTES

- 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. Demonstrate ingenuity.
- 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.