

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position/ Tūranga: Kaimahi Pāpori/ Transitional Housing Social Worker

Date/ Te Rā: August 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

Our Community Ministries centres around New Zealand provide individuals and families with services such as Kai, Financial Mentoring, Life Skills, Positive Lifestyle Programme, Parenting Courses, Social Work, Youth Development and more!

PURPOSE OF THE POSITION / TE TAKE O TE TŪRANGA

The role of the qualified and registered Housing Social Worker position is to deliver a professional, empathetic, and effective service to people and families needing long term sustainable accommodation.

- Advance the mission of The Salvation Army.
 - Show acceptance, inclusion and genuine interest in people and validate their story and aspirations.
 - To listen, relate and affirm people in such a way that they are encouraged to examine their issues and create solutions that lead to sustained independence (passing knowledge and power to a person so they can regain independence).
 - To refer clients to internal and external services, in line with their goals, to deliver positive outcomes.
 - Ensure the set outcomes are being achieved and reporting aligns with practice
 - Promptly record client interactions and case notes.
 - Connecting people to Salvation Army services (such as Community Ministries and Corps) that enhance their current circumstances and that meet individual needs.
 - Undertake duties in line with the positive outcomes of the role
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KEY RESULT AREAS / NGĀ WĀHANGA PUTANGA MATUA

EY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA

KEY TASKS/NGĀ MAHI MATUA

Relationship Development and Engagement

- Operate in a manner that is warm and welcoming to all visitors and staff.
- – Meet with clients in the office, their home, or the community either by appointment or through referral process to discuss needs.
- – Establish a professional relationship, building rapport and gaining trust through connection and engagement.
- – Utilising discretion and sound judgement to support people in the development of their goals and case plans, including safety plans.
- – Mentor, encourage and journey with people, using innovative opportunities to achieve improved wellbeing outcomes.
- – Using a broad knowledge of social, health and education services, provide wrap around support to engage the appropriate staff and services internally and externally
- – Encourage independence through supported actions and opportunities to practice new learning
- – Refer any people or families that are outside our expertise to appropriately trained and approved counsellors and or other professionals.

Practice Frameworks and Reporting

- Social Work Theory and wellbeing models inform professional practice including assessments and interventions.
 - Adhere to legislation, practice standards, and all policies and procedures outlined within manuals
 - Adhere to the SWRB code of ethics and maintain the principles and boundaries outlined within.
 - Actively maintain networks and collaborative working relationships with external social service, housing, health and education providers
 - Ensure accurate case-notes and records are kept in The Salvation Army Mission Information System (SAMIS) and all entries are made within 48 hours.
 - Feedback from clients is actively sought. Reflective practice leads to actions taken to enhance practice and service delivery
 - Provide success stories, information and feedback for reporting purposes
 - Assist in the preparation of reporting documents required for results-based accountability.
 - Legislation requirements are understood and followed
 - Appropriate internal and external supervision is attended regularly.
 - Commitment to working within the framework of The Salvation Army Model of Care.
 - Champion and role model continued focus on the Model of Care in centre practice.
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EY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Deliver Transitional Housing Programme	<ul style="list-style-type: none"> – Process referrals and applications for new occupants of transitional housing from Work & Income, self-referrals, and community groups. – Interview the potential occupants / clients for the program. – Ensure that housing is utilised from self-referrals, community groups or Work & Income. – Network with other agencies to provide wrap around service for tenants in the transitional housing. – Address barriers preventing occupants from finding stable accommodation – Liaise and build rapport with Community Housing Providers and real estate agents to gain cooperation to achieve housing outcomes. – Help occupants find suitable long-term accommodation within 12 weeks with a transition plan. – Refer occupants to financial mentoring services. – Ensure a further 12 weeks of support is provided to occupants after they have exited TSA housing – Monitor houses, ensuring they are being looked after, and neighbours are not disturbed. Any issues regarding occupancy or maintenance are addressed with team members/leadership and escalated as needed in line with guidelines. – Advise of any safety concerns regarding the client, their family or to the community as soon as possible to Manager/Director/s. – Adhere to guidelines and processes required by relevant contracts
General	<ul style="list-style-type: none"> – Ability to understand and relate to people from diverse backgrounds and who are experiencing hardship, trauma and/or mental unwellness – Role modelling commitment to engage and journey with people, providing support for personal responsibility and motivation to achieve own goals – Maintains a high level of professional practice recognising the dignity, and individuality of clients – Ability to work under pressure in a fast-paced environment – Ability to adapt approach to the needs and interest of the audience. – A proactive solution focused approach using maturity and empathy in problem solving and reduction of barriers to achieving outcomes – Takes initiative in identifying professional development needs and training opportunities in consultation with line manager – Excellent oral and written communication skills – Efficient organisational and prioritisation skills – Computer competency in the Microsoft Office Suite – From time-to-time other duties in line with the position outcomes may be required.
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. – Understands and follows unit manuals and policies. – Supports and assists other members of the team in achieving their goals. – Works collaboratively with the other TSA expressions in the area/region in order to maximise missional outcomes. – Willingness to work with Tikanga and to develop an understanding of Te Tiriti o Waitangi.
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.

EY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Professional and Personal Development/Ka tipu ā mahi, ā tangata	<ul style="list-style-type: none"> – Commit to continued learning both formal and informal.
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

- Formal adult learning, training or facilitation qualifications an advantage.
- Proven experience working in individual or group facilitation.
- Social service experience, and experience working with a wide range of people.

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.
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