

# POSITION DESCRIPTION

## The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position: **Residential Support Worker Coordinator**

Report to: **Operations Manager**

Date/Version: **December 2023 v1**

## 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 2,500 officers, employees and volunteers in New Zealand, Fiji, Tonga, and Samoa and is recognised as a high value employer.

### Our Mission Statement

The Salvation Army is a worldwide evangelical Christian Church and human service provider. Our message is based on the Bible. Our ministry is motivated by love for God. Our mission is to preach the Gospel of Jesus Christ and meet human need in His name without discrimination. We aim to care for people and transform lives through God in Christ by the Holy Spirit's power. We work for the reform of society by alleviating poverty, deprivation, and disadvantage, and by challenging evil, injustice, and oppression, in the name of Jesus.

### 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 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 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.



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## PURPOSE OF THE TEAM

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To provide professional leadership and supervision of a designated group of staff across Bridge sites in their day-to-day operational work.

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## POSITION PURPOSE

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- Manage a team of non-clinical Residential Support Workers to deliver Bridge services safely, efficiently, and effectively.
- Work in collaboration with other staff to ensure we deliver a safe service.
- Work on a variety of tasks maintaining an efficient and safe environment for TSA (The Salvation Army) Bridge Clients and Staff.
- Provide support to clients to enhance their therapeutic journey.
- Provide/Supervision and performance process for direct reports in consultation with on-site Team leaders.
- Where applicable, provide support to clients in relation to accessing other providers, such as WINZ or probation.

### Functional Relationships:

- Clients of TSA
- Director and Senior Management Team
- Team Leaders
- Referring agents
- Clinical and non – Clinical Staff
- Mission Team
- DHB and non DHB health providers
- Consumer Advisor
- The General Public
- Other organisations/institutions

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## KEY RESULT AREAS

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### The Salvation Army Mission

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

### Policies and Procedures

- The Salvation Army Bridge Programme National and local Policies and Procedures are implemented and adhered to.
- Familiar with Model of Treatment.
- Use of CRA (Community Reinforcement Approach) tools is consistent within scope of role.
- SAMIS (Salvation Army Mission Information System) Files completed accurately and appropriately.

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### Cultural Safety and Working with Diversity

- Commitment to the principles of the Treaty of Waitangi as they apply to The Salvation Army Bridge.
  - Operating without discrimination on the basis of race, culture, health, sexual orientation, gender, or age.
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#### **Service Delivery**

- Provide professional leadership and undertake coordination of designated staff to ensure a high quality of services delivered to clients, their family/whanau and agencies that interact with the Bridge.
  - Engage with public and clients in a positive manner both in person and via telephone.
  - Maintain open, honest, timely constructive dialogue with senior colleagues.
  - Take a lead in ensuring that files and processes are followed, completing audits as required.
  - Oversight of random breath and urine testing, and room or property searches as per Bridge policies.
  - Provide role clarity and education to staff and consumers.
  - Actively encourage and support student placement with the centre.
  - Oversight of local office procedures, invoicing, etc.
  - Ensuring that the site and clients remain alcohol, drug, smoke, and tobacco free.
  - Role model of other Residential Support Staff.
  - Manage staff roster and organise casual or agency staff to cover where needed.
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#### **Teamwork**

- 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 in a timely manner.
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#### **External Relationships**

- Maintain and foster positive relationships with external services through excellent phone and email skills.
  - Networks are developed and maintained.
  - Interactions with public are friendly and positive in nature.
  - Point of contact for external organisations, WINZ etc.
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#### **Professional Development**

- Fulfil your own responsibilities within TSA's performance review process by:
    - Completing an annual personal development plan.
    - Establishing annual goals, objectives, performance targets and strategies to meet these.
  - Take initiative in identifying development needs and accessing training opportunities.
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#### **Quality Improvement**

- Ensure quality assurance activities are maintained e.g. audit.
  - Participate in the planning, development, and implementation of a quality assurance Programme.
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#### **Confidentiality**

- Ensure confidentiality of all Tangata information.
  - Maintain the security of own office space in respect of access to confidential information.
  - All Tangata records and information are kept and not given out without authorisation.
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#### **Health and Safety**

- 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.
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### **REQUIRED FORMAL QUALIFICATIONS**

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- Have a minimum of Level 4 qualification in Health
  - Microsoft office skills in word and excel
  - Current clean drivers' licence (class 1)
  - At least 2 years' experience managing a team of staff across different site
  - Experience in supporting people in a residential situation
  - Able to manage/produce a staff roster
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### **REQUIRED COMPETENCIES & ATTRIBUTES**

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- Excellent written and oral communication skills
- Good cross-cultural understanding
- Ability to work 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