

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position/ Tūranga: Operations Manager

Reports to/ Kai Ārahi: Bridge Director

Date/ Te Rā: November 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 Operations Manager as second in charge will play a leading role in working closely with the Director and other senior staff to ensure that the services closely reflect the philosophy and policy of The Salvation Army Bridge, acting for the Director in their absence.

PURPOSE OF THE POSITION / TE TAKE O TE TŪRANGA

As a key member of the senior management team, the Operations Manager is responsible for the development and delivery of all aspects of the professional services delivered to tāngata. This includes ensuring sound clinical and best practice service delivery, with efficacy to the Bridge model of treatment adhered to; effective initiative implementation; support to kaimahi; education and training of frontline staff achieved through planned workforce development and assurance that contract deliverables are met.

The Operations Manager will provide line management and leadership to the Clinical Team Leader that is easily accessible and visible. Providing training, performance development, clinical leadership and direction that will include operational clinical decision making. Setting clear expectations providing advice and support on best clinical practice with sound knowledge of and alignment with the Bridge model of treatment, policies, and procedures.

The Operations Manager will lead in consultation with the other members of the management group the development, implementation and annual review and planning of workforce development and strategy that ensures staff have training opportunities that develop and improve cultural and clinical competencies and capabilities.

The Operations Manager will directly manage the Bridge Intake Team ensuring that admissions and assessments meet service KPI (Key Performance Indicators) and that ADOMs (Alcohol and Other Drug Outcome Measure) are appropriately completed.

Functional Relationships:

- Director and Senior Management Team
- Clinical Team Leader
- Residential House Manager
- Pou Arahi
- Business Admin
- Quality Coordinator
- Consumer Advisor
- Mission Director/Mission Officers
- Community Teams Manager
- Caseworkers
- Peer Support Staff/Residential Support Staff
- Internal/external referrers and stakeholders
- Tāngata whai ora and whānau

KEY RESULT AREAS / NGĀ WĀHANGA PUTANGA MATUA

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Vision, Strategy & Planning/Te Ara ā Mua	<ul style="list-style-type: none"> – Commitment to upholding and supporting The Salvation Army Mission and Christian ethos. – Integrating The Salvation Army Mission into the centre. – Commitment to working within and ensuring that staff work within the framework of The Salvation Army Bridge Community Reinforcement Approach (CRA) model of treatment. <p>The Salvation Army Bridge Programme National and local Policies and Procedures are implemented and adhered to.</p> <ul style="list-style-type: none"> – Commitment to the principles of Te Tiriti o Waitangi as they apply to The Salvation Army Bridge. – Clients receive care without discrimination on the basis of race, culture, religion, health, gender identity, sexual orientation, or age. – Bicultural development across site for staff and clients.
Staff and Team Management/Te Kapa Whakahaere	<ul style="list-style-type: none"> – Through effective leadership of the Team Leader all staff are motivated to succeed in their role by clear direction, open communication, effective coordination, appropriate delegation and professional standards of conduct and presentation. – Provide clear expectations and direction, visible and accessible leadership, motivating team leader to follow and communicate clinical standards and behavioural expectations. – Provide expert knowledge and understanding of current clinical practice and is a resource and content expert on CRA and clinical best practice. – Lead and is the operational clinical decision maker when Team Leaders are seeking support in dynamic or complex situations as appropriate. – Provide leadership and direction to the Team leader, (and other appropriate staff) to continually improve the quality and effectiveness of the services. – Responsible for the development and delivery of high-quality, professional clinical services that respond to the needs, goals, and objectives of the organisation. This includes ensuring that services delivered reflect The Salvation Army Model of Treatment and National Policies and Procedures and are underpinned by local policies and procedures. – Responsible for the implementation planning, evaluation, and review of local service initiatives, policies and best practice procedures and their alignment to The Salvation Army Model of Treatment and National Policies and Procedures. – Ensure the services are evaluated regularly for efficiency and effectiveness. – Work with the Director, Quality Coordinator and Finance Manager on Service planning for ongoing development. – Responsibility for assessment and management of clinical risk within the services provided. – To ensure residential treatment is accessed according to suitability and priority of need. – Provide knowledge and understanding of current best practice clinical and peer practice. Serves as a resource and content expert on CRA and clinical best practice for the ongoing development of staff. – Disseminate information regarding any programme changes to all staff and arrange training to develop staff knowledge and skills when needed.

KEY RESULT AREA/ NGĀ WĀHANGA PUTANGA MATUA	KEY TASKS/NGĀ MAHI MATUA
Wellbeing and Growth/Te Whenua Pai	<ul style="list-style-type: none"> – Optimise training and development opportunities. Staff training is identified regularly to meet individual and service requirements. – Develop an annual clinical, peer and residential support worker Workforce Development Plan in consultation with staff and management. – Provide oversight to performance evaluations/ developmental conversations and reviews that progress towards meeting goals and objectives. – Review requests for study leave and training. Oversight that appropriate cultural and clinical supervision is occurring. – With the Quality Coordinator, direct and participate in the training for staff including instruction regarding all regulations, policies, and procedures, Māhuri Tōtara and documentation requirements. – Direct and participate in the training about new, revised, or improved practices, procedures, and methods to ensure that staff are knowledgeable and current.
Finances and Funding/Te HuruHuru	<ul style="list-style-type: none"> – Assist the Director and Business administrator in the recruitment and appointment of staff. – Support the planning of orientation and onboarding of staff and students. – 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 Director. – In conjunction with the Director, constantly appraise the staffing structure and ensure it addresses the needs of clients effectively.
Service and Contract Performance/Ngā Hua	<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 file. – Ensure staff compliance with the Bridge Services 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. – Participate in the planning, development, and implementation of a quality assurance programme at the centre. – Participate as a key member of the management team. – Complete internal audits completed as required. – Supports implementation of Quality improvement initiatives. – Will lead and manage with Director portfolio of cultural development across all services aligned to Salvation Army Te Ara Whakaroa and Te Tiriti o Waitangi. – Contribute to the Bridge’s performance management policies, procedures, and practices.
Partnership and Collaboration/Piritanga	<ul style="list-style-type: none"> – Seek wherever possible to positively promote the Salvation Army Bridge aims, objectives, and programme as a quality provider of addiction intervention services. – Positive working relationships are maintained with other providers and referral agencies including the placement of students from tertiary providers.
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 – Available for on-call consultation and call out onsite as required

KEY 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"> – Take initiative in identifying professional development needs and training opportunities in consultation with the Director. – Undertake regular clinical supervision as per Bridge Services Policy.
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. – Sound knowledge and practice of occupational safety and health policy. – Understand procedures and personal responsibilities and involvement in evacuation drills and civil defence emergency. – Adhere to accident and/or incident reporting system. – Use all equipment correctly and with proper care and attention observing education and instruction give. – Manages Occupational Health and Safety Committee.

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 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

- Degree and Registration in Addictions or related field, i.e social worker, dapaanz, RN, HPCA recognised, or equivalent Clinical Practice.
- Experienced Clinical Leader in a related health sector or organisation.
- Experience in workforce planning and development in a related health sector or organisation.
- Relevant experience working with people with addictions and coexisting complexities, and with their significant others.

Experience managing a team with proven ability to lead and inspire others.]

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.]
 - Understanding of respect for and the ability to work within the Salvation Army's mission, principles, and Christian ethos.
 - Commitment to continuing professional development in relevant alcohol, drug and mental health interventions.
 - Innovative, responsive, and flexible.
 - Energetic and enthusiastic.
 - Good written and oral communication skills, including ability to write articulate reports (including proposals for acquiring new contracts) and present recorded documentation.
 - Excellent computer skills, confident in Microsoft Office, Teams, Sharepoint etc
 - Ability to relate to people presenting with or impacted by, addiction and mental health needs with sensitivity, caring and patience.
 - A self-directed and self-motivated practitioner.
 - Commitment to quality improvement processes.
 - Tact, discretion, and the ability to maintain confidentiality.
 - Enthusiastic, encouraging and positive in their leadership style.
 - Cultural awareness.
 - Sense of humour
 -
-