



The Salvation Army AOD – Supportive / Emergency Accommodation Services

JOB DESCRIPTION

Designation: Operations Manager –Auckland Bridge

Responsible to: Director

- Role:**
- The Operations Manager Addiction Services Auckland is responsible for ensuring a high standard of day to day operational and clinical practice across all services.
 - The Operations Manager will ensure treatment and recovery needs are undertaken in a timely manner.
 - The Operations Manager will ensure that service Key Performance Indicators are achieved within agreed contracted time frames.
 - The Operations Manager will undertake Human Resources Management of AOD Services in keeping with The Salvation Army Human Resource policies and procedures.
 - The Operations Manager will play a leading role in working with the Director and other senior staff to ensure that the services closely reflect the philosophy and policy of The Salvation Army Bridge services and model of treatment.
 - This role will manage committees of Occupational Health and Safety and Quality and Maori Action Plan to ensure performance, corrective actions and compliance for Contracts and align to Salvation Army Policy.

Functional Relationships:

- Director
- Mission Director
- Quality Co-Ordinator
- Administration Team
- Team Leaders
- Chaplain / Recovery Church leader
- Case Workers / Residential Support Staff
- Internal / external referrers and stakeholders
- Clients / family whanau
- Auckland – Referral Region
- The Salvation Army and other ASARS programmes
- Funding providers as appropriate
- Salvation Army Maori Ministries as invited
- Salvation Army National Office as invited
- Consumer Advisor
- Peer Support Staff

- Key Tasks:**
1. Salvation Army Mission
 2. Model of Treatment, Policies and Procedures
 3. Cultural Safety, Working with Diversity
 4. Management of AOD Services across service sites.
 5. Service Delivery / clinical care
 6. Human resources management
 7. External Relationships

8. Documentation
9. Professional Development
10. Occupational Health and Safety
11. Quality Improvement
12. On-call Consultation Availability
13. External relationships

Measurement Criteria: Attached

Other Duties:

Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties including being deployed across the service for specific prioritised tasks as directed by the Director, or their delegate

Limitations of Authority:

The staff member operates within the overall service philosophy and policies Upholds the values of the Salvation Army Bridge, and recognises the role and authority of the Director

New styles of counselling or major modifications to group activities must be discussed with and agreed to by the Director before presentation to National Office for consideration.

Hours of Work: 80 hours per fortnight.

Person Specification: Attached

Key Result Areas and Measurement Criteria

Key Task Areas	Key Measurement Criteria	Performance Measure
1 The Salvation Army Mission	1.1 Committed to upholding and supporting The Salvation Army Mission and Christian ethos 1.2 Integrating The Salvation Army Mission into the centre	1.1 Supports The Salvation Army Mission and Christian ethos 1.2 Direct observation, peer and client feedback
2 Model of Treatment, Policies and Procedures	2.1 Commitment to working within and ensuring that staff work within the framework of The Salvation Army Bridge CRA model of treatment 2.2 The Salvation Army Bridge Programme National and local Policies and Procedures are implemented and adhered to	2.1 Expert knowledge of Model of Treatment Use of CRA tools consistently evident within the teams documentation and client sessions 2.2 Policy and procedures adhered to and developed as appropriate
3 Cultural Safety and Working with Diversity	3.1 Commitment to the principles of the Treaty of Waitangi as they apply to The Salvation Army Bridge 3.2 Clients receive care without discrimination on the basis of race, culture, health, sexual orientation or age 3.3 Bicultural development across site for staff and clients	3.1 Able to demonstrate knowledge and application of the principles of the Treaty of Waitangi 3.2 Client and peer feedback 3.3 Development of bicultural strategic plan in conjunction with the management team, The Salvation Army and National ASARS Strategic Plan
4 Management of AOD Services across the Bridge site	4.1 Assists Director in ensuring personnel are motivated to succeed in their role by clear direction, open communication, effective coordination, appropriate delegation and professional standards of conduct and presentation 4.2 Assists Director with the strategic planning process and implementation of same 4.3 Undertakes management tasks including project leadership as delegated by the Director 4.4 Assists with budget preparation and	4.1 Staff are motivated and perform their roles in accordance with expectation 4.2 Strategic planning process completed as required and outcomes implemented in accordance with relevant policies and procedures 4.3 Management tasks undertaken as delegated 4.4 Budget is maintained

	<p>monitoring</p> <p>4.5 Works with management to plan and coordinate the overall organisation and day to day running of the AOD services</p> <p>4.6 Membership and contribution to National projects and expertise clinical advice to the National Leadership Team</p>	<p>4.5 Management meeting participation</p> <p>4.6 Attendance at and participation in National Leadership Team meetings</p>
5 Service Delivery/Clinical Care	<p>5.1 Ensure the overall delivery of Services within the centre</p> <p>5.2 Oversees the delivery of a CEP responsive service</p> <p>5.3 Ensures the services delivered reflect The Salvation Army Model of Treatment and National Policies and Procedures and is underpinned by local policies and procedures</p> <p>5.4 Ensures delivery of quality clinical care by staff that is appropriate to the individual client need</p> <p>5.5 Ensures the services are evaluated regularly for efficiency and effectiveness</p> <p>5.6 Mitigating agency risk</p> <p>5.7 Strategic planning for ongoing development</p> <p>5.8 Overall responsibility for clinical care within the services provided</p> <p>5.9 Overall responsibility for assessment and management of risk within the services provided</p> <p>5.10 To ensure residential treatment is accessed according to suitability and priority of need in conjunction with Residential Team Leader</p>	<p>5.1 Client, peer and staff feedback</p> <p>5.2 A CEP responsive service is implemented and sustained</p> <p>5.3 Model of Treatment implemented, National and local policies and procedures promoted and implemented</p> <p>5.4 Team Leader, Staff and client feedback</p> <p>5.5 Internal monitoring and programme reviews. Overwriting course material as required to reflect emerging trends in the addiction sector ensuring best practice</p> <p>5.6 Continued funding, best practice compliance</p> <p>5.7 Staff feedback</p> <p>5.8 Best practice maintained</p> <p>5.9 Effective assessment and management of risk</p> <p>5.10 Priority for residential treatment is given according to level of risk</p>
6 Human Resources Management	<p>6.1 Assists the Director in the recruitment, appointment and orientation of staff</p>	<p>6.1 All staff have an employment agreement and job description. All staff are orientated and orientation programmes are documented in staff files</p>

	<p>6.2 Supports staff in achieving the objectives of the programme</p> <p>6.3 Assists with performance reviews of staff as delegated</p> <p>6.4 Disciplinary and dismissal procedures are properly initiated and progressed when justified as per the relevant employment agreement and are discussed with the Director</p> <p>6.5 In conjunction with the Director, constantly appraise the staffing structure and ensure it addresses the needs of the clients effectively</p>	<p>6.2 Programme objectives are met</p> <p>6.3 Staff performance reviews are undertaken and documented in staff files</p> <p>6.4 Policy and process is adhered to within set timeframes. All relevant paperwork is documented in staff files</p> <p>6.5 Client needs are being met through effective staff resources</p>
7 External Relationships	<p>7.1 Seek wherever possible to positively promote the Salvation Army Bridge aims, objectives and programme as a quality provider of addiction intervention services</p> <p>7.2 Positive working relationships are maintained with other providers and referral agencies including the placement of students from tertiary providers</p>	<p>7.1 Compliments and/or complaints</p> <p>7.2 Contacts made and maintained</p> <p>7.3 Feedback from referral agencies. The establishment of relationships that would benefit the service</p> <p>7.4 Client feedback</p> <p>7.5 Contribution to the National Bridge service</p> <p>7.6 Opportunities realised</p> <p>7.7 Respond the requests and accommodate where possible</p>
8 Documentation	<p>8.1 Ensure self and staff have sound knowledge of and operate within The Salvation Army Mission Information System (SAMIS) for the management of current files</p> <p>8.2 Staff compliance with the Bridge Services standard of recording of case notes and collation of client data in the required format</p> <p>8.3 Documentation is of a professional standard</p> <p>8.4 Client privacy and confidentiality is maintained</p>	<p>8.1 Documentation meets the National Health and Disability Service and Guidelines and contractual obligations</p>
9 Professional Development	<p>9.1 Takes initiative in identifying professional development needs and training opportunities in consultation with Operations Manager/Director</p>	<p>9.1 Evidenced participation in training and development. Training records</p>

	9.2 Undertakes regular clinical supervision as per Bridge Services Policy	9.2 Supervision reports
10 Occupational Health and Safety	<p>10.1 Sound knowledge and practice of occupational safety and health policy</p> <p>10.2 Understands procedures and personal responsibilities and involvement in evacuation drills and civil defence emergency</p> <p>10.3 Adhere to accident and/or incident reporting system</p> <p>10.4 Uses all equipment correctly and with proper care and attention observing education and instruction given</p> <p>10.5 Manages Occupational Health and Safety Committee.</p>	<p>10.1 Knowledge of and implementation of Health and Safety Policy</p> <p>10.2 Actively participates in evacuation drills</p> <p>10.3 Accidents and/or incidents are reported</p> <p>10.4 Equipment used correctly</p> <p>10.5 Ensures internal monitoring clients is maintained to policy process reviewed, risks identified and mitigated and corrective action planning is in place.</p>
11 Quality Improvement	<p>11.1 Participates in the planning, development and implementation of a quality assurance programme at the centre</p> <p>11.2 Participate as a key member of the management team.</p> <p>11.3 Internal audits completed as required</p> <p>11.4 Manages Quality improvement.</p> <p>11.5 Will lead and manage with Director portfolio of cultural development across all services aligned to Salvation Army Te Ara Whakaroa and Treaty of Waitangi.</p>	<p>11.1 Evidence of participation in continuous quality improvement</p> <p>11.2 Management team feedback. Attends and contributes to management meetings</p> <p>11.3 Internal and/or external audit reports</p> <p>11.4 Ensures internal monitoring clients is maintained to policy process reviewed, risks identified and mitigated and corrective action planning is in place.</p> <p>11.5 All services and staff have cultural understanding, education and service design is in relation to Salvation Army Te Ara Whakaroa and Treaty of Waitangi.</p>
12 On-call Duties	12.1 Available for on-call consultation	12.1 Team Leader feedback re responsiveness

Occupational Health and Safety

The Salvation Army is committed to achieving the highest standard of health and safety for its staff. All employees are expected to take initiative, identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, to actively participate in health and safety programs in your area. It is expected that you will report all accidents and potential hazards to the quality coordinator and complete the appropriate paper process. Participate in evacuation drills and use all equipment correctly.

Fitness

A reasonable level of fitness is required to cope with the physical requirements of the role. Key physical requirements are: standing, walking, bending, sitting, stairs, simple grasping, fine manipulation, operating machinery/equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing/balancing, crouching/squatting, manual lifting/handling of people, other reaching and ability to perform emergency medical procedures such as CPR(Cardio Pulmonary Resuscitation).

Person Specification

Competency	Description
communication and leadership	Practices attentive and active listening, has the patience to hear other people out: can accurately re state the opinions of others even when he/she disagrees
Priority Setting	Has a logical scheme for deciding what's important; courage to make choices: differentiates between critical and trivial and communicates these priorities effectively. Utilises good time management skills
Consumer Focus	Dedicated to meeting the requirements of the role and the expectations within this of the consumers. Establishes and maintains effective relationships with consumers gaining their trust and respect.
Relationship Building	Proactively develops relationships with both internal and external parties. Gives high priority to Director and client satisfaction. Able to relate to a diverse group of people supporting fair and equal treatment for all.
Innovation & Flexibility	Looks for and encourage new ideas and creative solutions to problems. Challenges the way things are done and make improvements. Demonstrates ingenuity.

Specification

- Understanding of, respect for and the ability to work within the Salvation Army's mission, principles and Christian ethos
- DAPAANZ or equivalent registered Alcohol and Other Drug Practitioner preferably with post graduate qualifications in mental health and/or addictions
- Relevant experience working with people with addictions and coexisting disorders and with their significant others
- Experience managing a clinical team with proven ability to lead and inspire others
- 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 and present recorded documentation
- Proven competence in record-keeping, good organisation and administrative skills
- Excellent computer skills, confident in Microsoft Office including excel spread sheets
- Ability to relate to people presenting with addictions 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
- Cultural awareness
- Sense of humour