

# Mission Support Team Restructure Initiative FAQs

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## 1. What changes are being made to the Mission Support Team?

A summary of the changes to the Mission Support Team is as follows:

### a. All ministry area mission support will be led by the Divisions

Ministry support areas that focus on 'coming alongside the frontline' such as Senior's Ministry, Rural Ministry, Worship Arts, Generous Life and Youth and Children's Ministry will become part of the divisional teams, bringing these roles closer to the frontline and facilitating greater integration with the mission support activities of the Area Officers.

### b. Centralised resource creation at THQ Mission Support Team

The Mission Support Team will continue to have responsibility for generating resources to support mission. A small team comprising writers and designers will exist at THQ for this purpose.

Area Officers and Divisional Youth & Children's Secretaries will work with the frontline to determine resource requirements and communicate this to the Mission Support Team.

The THQ team will also provide support in the areas of events production, research / tender writing, and administration (e.g. CCLi licensing).

### c. Centralised Men's and Women's Ministry and Evangelism Support at THQ

Men's and Women's Ministry as well as Evangelism Support will be provided from THQ with additional divisional support provided to these ministries for specialised divisional events such as women's and men's camps and retreats.

### d. Safe Salvos / Caring for Kids roles will move to the Chief Secretary in Charge's office

To support best practice in the area of child protection, roles focused on child protection will move to the office of the Chief Secretary in Charge, where they will have greater empowerment regarding child protection matters throughout the whole territory, not just on corps-related matters.

## 2. Why are these changes being made?

In the headquarters restructure from January 2016, territorial leadership articulated a vision that the new focus for Divisional Headquarters and the introduction of the Area Officer role would substantially enhance the delivery of mission support from headquarters to the frontline.

It was decided that no changes would be made to the structure of the THQ Mission Support Team until the new Divisional Commanders and Area Officers had opportunity to listen closely to the frontline and develop a view on what support is needed.

This listening also involved a detailed survey of the frontline in late 2015, which generated over 400 responses.

From this period of listening, the new structure for mission support across the territory has been developed and approved, in order to provide the best possible support to frontline mission.

### **3. When will these changes be implemented?**

The new structure will be operational from 29<sup>th</sup> August 2016.

There will be a continuing period of transition as the newly restructured team becomes used to operating within the new structure.

The recruitment for current 'open' roles is ongoing and some processes or procedures may continue to change during this early operational phase, either as the result of a predetermined transition plan or out of necessity in response to ongoing employee recruitment and/or departures.

### **4. What types of mission support will be available from the Divisions in the new structure?**

The Divisions will be responsible for the provision of mission support to frontline corps and hubs. This includes specific ministry area support including youth & children, seniors, worship arts & rural ministry.

### **5. What types of mission support will be available from THQ Mission Support Team in the new structure?**

THQ will be responsible for behind-the-scenes support. This support will be determined based on frontline need, and the divisional teams and Area Officers will play a crucial role in identifying priorities.

The Mission Support Team will continue to develop resources, and provide support in the areas of events production, research / tender writing, and administration (e.g. CCLi licensing).

Area Officers and Divisional Youth & Children's Secretaries will continue to work with the frontline to determine resource creation requirements and liaise with the Mission Support Team at THQ to arrange support.

The [Go-To Guide for Mission Support](#) identifies where to go for support requests and advice.

### **6. Will I continue to receive support for my ministry area?**

Yes. The focus of the restructure is moving the support resources closer to the frontline, so they can be more responsive to identified missional needs.

### **7. How does the new structure fit with Area Officers and the existing divisional teams?**

The new structure is intended to better complement the Area Officers and divisional teams, in the following ways:

- Clear philosophy regarding the provision of support between THQ and Divisions (behind-the-scenes at THQ, face-to-face at divisions)
- Placing all face-to-face mission support within the same team, allowing for greater collaboration and partnership, and ensuring an alignment of strategy and approach
- Allowing for more agile and responsive support delivery, identifying the priorities and getting the right resources and expertise to where it is needed most

### **8. Where does the Territorial Youth Secretary fit in the new structure?**

The Territorial Youth Secretary (TYS) will also take on practitioner responsibilities while also managing TYS responsibilities. The TYS now reports to the DCs, with an ongoing reporting relationship to the Territorial Secretary for Program for specific territorial matters.

The appointment of the new TYS will be announced in September.

**9. Where can I find more information about accessing Mission Support in the new structure?**

Corps Officers are encouraged to contact their Area Officer with any questions or enquiries regarding the new Mission Support structure and the [Go-To Guide for Mission Support](#) identifies who to contact for support and questions.

Other people throughout the territory are invited to send any questions to [forwardtogether@ae.salvationarmy.org](mailto:forwardtogether@ae.salvationarmy.org), and we will ensure your enquiry is directed to the most appropriate person.