

POSITION DESCRIPTION

The Salvation Army – Te Ope Whakaora



Te Ope Whakaora

Position: **Housing Support Coordinator**

Report to: Housing Support Team Leader

Location: Wellington

Date/Version: 18 August 2023

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 2,000 officers and employees in New Zealand, Fiji, Tonga and Samoa and is recognised as a high value employer.

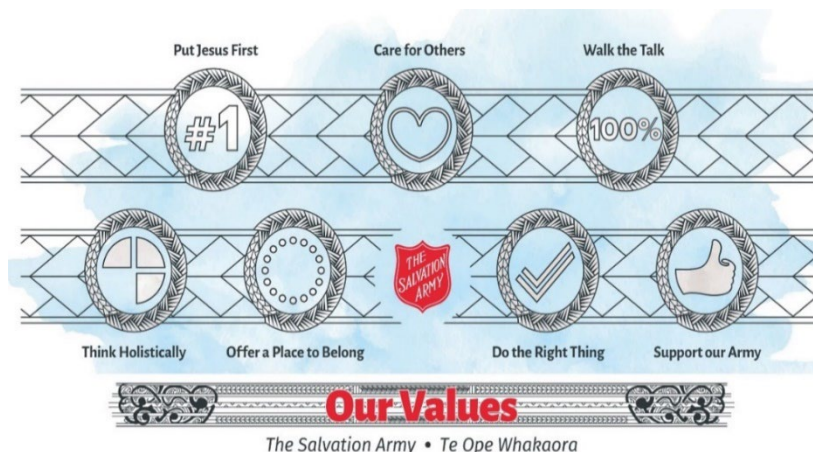
Our Mission Statement

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 Tauwiwi 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.



PURPOSE OF THE TEAM

Salvation Army Social Housing (SASH) is a registered Community Housing Provider currently providing housing and support for whanau throughout the country. Our aim is that all SASH Whanau have a warm, dry and safe place to live within a caring community.

POSITION PURPOSE

The Housing Support Coordinator will provide specialist housing support to the nationwide housing team. The role will report to and directly support the Housing Support Team Leader to deliver expert tenancy processes for all SASH Whanau. The role has the responsibility for the integrity of information in our client management systems. These processes include all aspects of tenancy documentation, privacy of information and rent management.

Functional Relationships:

Nationwide Housing Support Managers, Mission & Tenant Support Officers
Tenants (Resident Whanau)
Pastoral Care Team – Chaplains
SASH Office Administrator
Housing Support Team Leader
SASH Management Team
Finance Department
Ministry of Social Development (MSD)
Housing and Urban Development (HUD)

KEY RESULT AREAS

Tenancy Administration

- Ensure all resident whanau information is captured and in the Client Management Systems.
- Prepare tenancy documentation – starting, during and vacating, coordinating all information with Housing Support Managers and resident whanau directly.
- Ensure that the Housing Support Team leader is kept informed regarding complaints, anti-social behaviour and communications that are useful for tribunal hearings.
- Assist the Housing Support Team Leader with rent arrears management.
- Load properties for approval into the MSD system and match tenants to the properties when approval is received.
- Assist the Housing Support Team Leader with the rent reviews.
- Provide advice (where necessary) to Housing Support Managers when dealing with complex resident whanau and tenancy situations.

Business Process Support

- Develop, document, and implement business processes when required.
- Regularly audit processes to ensure the team are adhering to them.
- Liaise with stake holders and other social agencies, to look for ways to improve our service.

Whanau Service

- Communicate with resident whanau regarding rent arrears, mediation, Tenancy Tribunal, and past processing errors as required.
- Assist with the annual Tenancy survey as required.
- Ensure that all processes carried out meet the contractual obligations with Ministry of Housing and Urban development, are compliant with the Residential Tenancy Act, Public and Community Housing Act and all other relevant legislation ensuring the safety, security and rights of all resident whanau.

Finance Support

- Support the administrator with invoice payment processes as needed.

Complaints Management

- Using working knowledge of complaint management, respond to all tenant complaints within 48 hours and where necessary, escalate these complaints to other appropriate team members.
- Manage and influence Internal and external relationships with stakeholders to ensure positive outcomes.

General Administration

- Organise training events and meetings as required.
- Assist the Housing Support Team with general administration tasks as required.

Team Training Support

- Provide supplementary training for team members on systems and software including Chintaro, BOS, Techone, Microsoft 365/Google Docs as directed.
- Support colleagues and other team members to reach Community Housing Certification.
- Feedback to the Housing Services Manager areas where new training is needed for the wider team.

Other Duties

- Attend planning days, staff meetings and training as required.
- Communicate process improvements to the management team.
- From time-to-time other duties in line with the position may be required.

Professional and Personal Development

- Commit to continued learning both formal and informal.
 - Undertake professional development as agreed with line manager.
 - Engage in self-care, there is the option to engage in external supervision, life coaching or spiritual direction paid for by SASH.
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Mission Support

- 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 units 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.
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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 OR WORK EXPERIENCE

- Experience working with Client systems would be preferred.
 - Knowledge of the community housing sector and income related rent in Public and Community Housing would be helpful.
 - Basic accounting skills and experience would be useful.
 - Technical proficiency of MSD systems for Certified Housing Providers, Chintaro or other tenancy management systems. (Preferred)
 - Ministry of Justice vetting response satisfactory to The Salvation Army will be required.
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REQUIRED COMPETENCIES & ATTRIBUTES

- Excellent written and oral communication skills.
- Ability to work cooperatively in a team environment.
- Cultural Competency, respect for diversity and the ability to work alongside vulnerable whanau.
- Problem solving, the ability to investigate and analyse information is important.
- Competent use of Microsoft Office Suite – particularly Excel and Word.
- Taking initiative where required.
- The ability to manage competing demands in a fast moving, complex environment.
- Sympathetic towards the Mission of The Salvation Army.