

POSITION DESCRIPTION

Position: Connector – Senior Housing

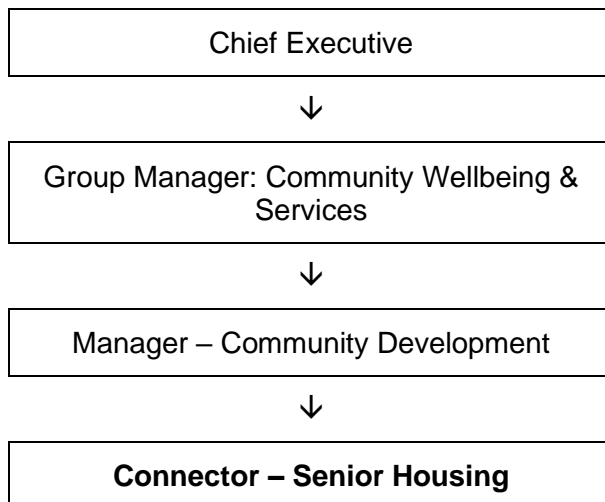
Team: Community Development

Group: Community Wellbeing & Services

Responsible To: Manager – Community Development

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.

The purpose of this position is to ensure that Council's Senior Housing Portfolio and its tenants are well supported. The position will help to ensure the villages are safe, well presented, and maintained, and that processes are followed as per Council's Senior Housing Operational Management Policy. This includes relevant legislation in relation to the Senior Housing Portfolio as below:

- Residential Tenancies Act 1986.
- Residential Tenancies Amendment Act 2020.
- Residential Tenancies (Healthy Homes Standards) Regulations 2019, including 2022 amendments.
- Privacy Act 2020.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Tenancy Management, Administration and Support

- Assess tenancy applications against criteria and interview eligible applicants, to identify successful long-term placements.
- Ensure tenancies are managed in accordance with Council policies and procedures, and within the requirements of the Residential Tenancies Amendment Act 2020.
- Maximise occupancy of the housing stock and ensure targets are met, including ongoing management of any waiting list.
- Prepare tenancy agreements, coordinate bond and rent payments.
- Ensure a high level of tenancy related record keeping is maintained.
- Help to manage rental arrears and payment plans when necessary.
- Support tenant welfare through case management plans and consult with next of kin, and/or refer to health, social, welfare and other professional providers when required.
- Provide mediation for tenants to resolve minor issues and refer tenants to the appropriate authority when required.
- Manage compliance issues around tenancy agreements.
- Undertake annual tenancy reviews.
- Approve bond release for vacating tenants.
- Maintain up to date knowledge of relevant legislation.
- Apply knowledge of legislation and initiate formal breach notifications where required and directed.
- Provide evidence at Tenancy Services Hearings where required.
- Perform welfare checks and support tenants when required.
- Organise kaumātua visits to villages when required.
- Be available for on call rotation for evenings, weekends and holidays as required.

Asset Management

- Alongside the Community Development Manager and Asset Management Team, ensure all repairs, maintenance and renewals are programmed and completed.
- Ensure completed asset renewal/maintenance is recorded in the database in accordance with policy.
- Work with building asset teams to ensure asset management is conducted in a cost-effective way maintaining agreed levels of service.
- Monitor expenditure against budgets and report any issues to the Community Development Manager.
- Carry out property inspections at the beginning and during tenancies as per policy
- Ensure all units are inspected at the end of tenancies and assessed for bond release.

Villages

- Prepare and implement village plans.
- Collate detailed information on villages to update detailed village plans.
- Facilitate strong neighbourhood connections by supporting and coordinating village activities such as afternoon teas with speakers, or BBQs with Emergency Services or

anything that is relevant.

- Distribute information (e.g. newsletter and fliers) to villages on a regular basis, as required.
- Identify any safety issues within villages and facilitate action to resolve them promptly.
- Monitor village committee function (if established), providing support when necessary.

Managing resources, business systems and administration

- Maintain accurate records of all tenancy related activity.
- Maintain confidentiality of applicants' and tenants' personal information.
- Maintain resource information for tenants (e.g., welcome packs, newsletter etc.).
- Maintain statistical information.
- Report against performance measures as required.
- Contribute to the preparation of annual and long-term budgets.
- Contribute to the development of Activity Plans for the Senior Housing Portfolio as required.

Relationship Management

- Maintain knowledge of and strong, meaningful relationships with agencies and organisations that are relevant to tenancy management and Senior Housing
- Ensure relevant agencies and organisations are aware of the housing service and criteria for tenancy. This may include making presentations, attending networking meetings and other information provision.

Important Functional Relationships

External

- Tenants
- Prospective tenants
- Government departments, particularly Ministry of Social Development
- Tenancy Services
- Tenancy Tribunal
- GPs and medical staff
- Healthcare providers and home help agencies
- Other community housing provider
- Community and Social Service and Support Agencies
- Iwi/hapu groups
- Community networks
- Business groups
- Other local Authorities
- NZ Police
- Te Whatu Ora
- Contractors

Internal

- Group Managers
- Manager Community Development
- Senior Advisor Policy
- Asset Management Team
- Parks & Public Spaces team
- Community Development staff.
- Accounts and Finance team
- Communications team
- Customer Services

Committees/Groups

- Relevant committees and groups internal and external to Council particularly the Community Wellbeing Sub-Committee.

Person Specification

Qualifications

- Relevant qualification, or equivalent level of demonstrated skills and experience, in social policy, health/allied health, community development, property management or related field (or equivalent level of demonstrated skills and experience)
- Full Drivers Licence.

Knowledge/Experience

- A high level of knowledge of rental housing and property-related matters including Residential Tenancy Law is advantageous.
- Ability to focus on developing positive working relationships with tenants, staff and all external agencies.
- High level of computer skills – documents, spreadsheets, email, and internet, database, PowerPoint, mobile devices.
- Analytical and organisational skills.
- Presentation skills.
- Strong commitment to delivering a high level of service.
- Experience in Tenancy and Property Management, social services or related field.
- First Aid Certificate.

Key Personal Competencies

- Able and willing to work outside normal business hours (public holidays, weekends and evenings) when necessary.
- Be person-centred and empathetic with excellent listening skills.
- Uses a strength based and solution focused approach.
- Always act professionally.
- Self-starter that takes initiative.
- Can identify, assess and manage risks.
- Sound judgement and decision-making skills; considers long-term impacts of decisions.
- Establishes and maintains solid relationships with partner agencies.
- Advocacy skills.
- High level of emotional intelligence.
- Ability to work autonomously but can also coordinate others and services.
- Strong customer service ethics.

Personal Attributes

- Commitment to, and respect for, older people.
- Patience.
- Able to relate confidently and pleasantly to a diverse range of people.
- An ability to be flexible.
- Excellent customer service and communication skills.
- Results focussed.