



## Tenancy Advisor - Position Description

### Te Toi Mahana

Te Toi Mahana is an independent Trust established to provide social and affordable housing in Wellington. Te Toi Mahana provides housing and tenancy services to 3,000 tenants and manage a portfolio of nearly 1800 Wellington City Council-owned properties and annual revenues of approximately \$30m. Through an initial capitalisation of cash and gifted properties, Te Toi Mahana will develop new housing supply that it will own and operate alongside the leased portfolio.

### Our Vision

- ❖ Whanau across Pōneke have homes that suit them, in the right place to support their wellbeing.

### Our Purpose

- ❖ To provide a place where people are proud to live.
- ❖ We continuously improve the quality and sustainability of homes and communities.
- ❖ We grow the provision of housing to meet need.
- ❖ We are committed to affordable living.
- ❖ We are a trusted partner.

### Our Principles

- ❖ Whakamana
- ❖ Mauri
- ❖ Tikanga
- ❖ Rangatiratanga

### Role Details

<b>Role Title</b>	Tenancy Advisor
<b>Group</b>	Tenancy
<b>Team</b>	Tenancy Operations
<b>Reports to</b>	Tenancy Operation Manager

The purpose of this position is to provide a high-quality and customer focused end-to-end tenancy management service, including supporting the development of strong, proactive, and connected tenant communities.

The role requires extensive communication and engagement with tenants, their whānau and stakeholders.

After hour's callout - the role includes the requirement to participate in afterhours on-call duties on a rostered basis. The role will also need to be available to attend planned tenant events from time to time.

## What you will do

Accountabilities	Responsibilities
<b>Community Engagement</b>	<ul style="list-style-type: none"> <li>• Support the community team to assess the needs and interests of individual tenants and tenant groups through individual visits, tenant meetings and events, linking tenants to existing community support and activities.</li> <li>• Assist in the development and implementation of community plans in consultation with tenants.</li> <li>• Attend community activities and engagement, supporting the communities team.</li> <li>• Assist communities' team by supporting community volunteers as necessary.</li> <li>• Support community room coordinator volunteers and community groups with venue management as needed.</li> <li>• Assist to develop local communications, flyers, newsletters with details about Te Toi Mahana and wider community activities.</li> <li>• Facilitate relevant tenant community connections.</li> <li>• Network with local community stakeholders to assist tenants to have access to the services that they require.</li> <li>• Attend Trust events, providing support with facilitation.</li> <li>• Support the community team.</li> </ul>
<b>Tenancy Management</b>	<ul style="list-style-type: none"> <li>• Accompany applicants to viewings of units.</li> <li>• Sign up new tenants ensuring they understand their tenancy obligations and induct them into their new homes and communities.</li> <li>• Identify tenants or applicants in need and make referrals to social services agencies or the Sustaining Tenancy &amp; Support team and carry out ongoing liaison regarding the case management with these respective agencies.</li> <li>• Represent Te Toi Mahana at mediation or tenancy tribunal hearings, interpreting and applying tenancy legislation as required.</li> <li>• Work with individual tenants to manage debt.</li> <li>• Assess tenant and property issues whilst on site, and take appropriate action regarding works requests, tenancy actions and tenant needs.</li> <li>• Ensure end to end vacate processes are carried out effectively.</li> <li>• Receive applicants from the Public Housing Register and allocate homes accordingly</li> </ul>
<b>Tenant Relocations</b>	<ul style="list-style-type: none"> <li>• Maintain tenant wellbeing at the forefront during the assessment and rehousing process.</li> <li>• Undertake holistic needs assessments to understand tenant circumstances and housing needs.</li> <li>• Prioritise tenants for rehousing according to the tenant prioritisation framework.</li> <li>• Arrange for offers of rehousing to be made and accompany tenants to view suitable properties.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinate between the tenant and moving company to ensure that moves are completed successfully and within specified timeframes.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Ensure high standards of service across all customer interactions.</li> <li>• Tenancy Advisor Site Offices are open during advertised hours and that scheduled site visits are communicated in advance .</li> <li>• Complete fair and thorough investigations of all complaints received from tenants or the general public and ensure appropriate action to remedy all breaches of tenancy agreements, the Residential Tenancies Act and Te Toi Mahana’s housing policies.</li> </ul>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Continue to develop understanding of Te Tiriti o Waitangi and Tikanga Māori and the appropriate usage and accurate pronunciation of Te Reo Māori.</li> <li>• Actively participate in the partnership relationship with Mana Whenua and Māori.</li> <li>• Ensure that Te Toi Mahana supports a safe cultural space for Māori tenants and their whānau</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure a Stay Safe alarm is worn for every site visit.</li> <li>• Understand health, safety, security, and risk management in accordance with Te Toi Mahana’s safety management frameworks and relevant legislation.</li> <li>• Take reasonable care that what you do’s or don’t do, does not adversely affect the health, safety, or security of other people.</li> <li>• Take reasonable care of your own health, safety, security, and wellbeing.</li> <li>• Ensure all health, safety and security incidents are reported.</li> <li>• Ensure the effective management of incidents involving tenants or assets.</li> <li>• Attend Health and Safety related training and professional supervision provided.</li> </ul>

## Qualifications and experience

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NCEA Level 3 or equivalent. Desirable would be a tertiary qualification in a related field such as social sciences.</li> <li>• Must be eligible to work in New Zealand</li> <li>• Must have a full, clean class one New Zealand Drivers Licence or be on a restricted New Zealand Drivers Licence and able to get their full licence by the end of your induction</li> </ul>
<b>Experience and Knowledge</b>	<p>3+ year’s workplace experience.</p> <ul style="list-style-type: none"> <li>• Strong demonstrable knowledge of and experience in: <ul style="list-style-type: none"> <li>○ Demonstrated commitment to Te Tiriti o Waitangi.</li> <li>○ Empathetically working with groups of people with complex cultural, social or health needs.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Working and interacting with people from diverse backgrounds, including those with literacy, language, physical and mental health challenges.</li> <li>○ Effective communication, both written and oral, including communicating with those who have English as a second language.</li> <li>○ Using Microsoft Office applications, including Teams, Word, and Excel.</li> <li>○ Balancing business and social priorities within a service delivery environment</li> <li>○ Confidently lead and facilitate group activities.</li> </ul> <ul style="list-style-type: none"> <li>● Desirable: <ul style="list-style-type: none"> <li>○ Understanding of the application of the Residential Tenancies Act 1986.</li> <li>○ Effective negotiation, conflict management and resolution.</li> <li>○ Responding to crisis situations which may involve emergency services.</li> <li>○ Ability to speak a second language and/or NZ sign language.</li> </ul> </li> </ul>
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#### Role Dimensions

<b>Direct reports</b>	NIL	<b>Indirect reports</b>	NIL
<b>DFA</b>	NIL	<b>Budget</b>	NIL

#### Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"> <li>● Te Toi Mahana Staff</li> </ul>	<b>External</b>	<ul style="list-style-type: none"> <li>● Tenants</li> <li>● Mana whenua</li> <li>● Wellington City Council</li> <li>● Ministry of Social Development</li> <li>● NZ Police</li> <li>● CCDHB</li> <li>● DCM</li> <li>● Salvation Army</li> <li>● City Mission</li> <li>● Budgeting services</li> <li>● Other housing providers</li> <li>● Other social or advice agencies</li> <li>● Contractors</li> </ul>
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