



THE SALVATION ARMY

POSITION DESCRIPTION

Position Title:	Housing Support Coordinator Salvation Army Social Housing (SASH)
Appointee:	
Report to:	Housing Support Team Leader
Functional Relationships:	Nationwide Tenancy Managers, Mission & Tenant Support Officers, National Tenancy Operations Manager National Housing Operations Manager Property Department Finance Department Personnel Department
Hours of Work:	Total of 37.5 Hours per week to be worked between Monday to Friday, 8.30am to 5.00pm
Location of Work:	Wellington

About The Salvation Army

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 3,000 officers and employees in New Zealand, Fiji, Tonga and Samoa and is recognised as a high value employer. The mission of The Salvation Army in New Zealand, Fiji, Tonga and Samoa is caring for people, transforming lives and reforming society.

The Salvation Army is an Equal Opportunity Employer who provides an inclusive work environment and embraces the diverse talent of its people.

The Salvation Army is committed to cultural diversity, and in New Zealand, our Tiriti partnership.

The Salvation Army is committed to ensuring the safety and wellbeing of vulnerable people, including children, and upholding their rights to protection from abuse and/or neglect.

PURPOSE OF SALVATION ARMY SOCIAL HOUSING

Salvation Army Social Housing (SASH) is a registered Community Housing Provider currently providing housing for over 500 whanau. Our aim that all SASH Whanau have a warm, dry and safe place to live within a caring community.

PURPOSE OF POSITION

The Coordinator will provide specialist housing support to the Nationwide SASH 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 client documentation, privacy of information and rent management.

KEY TASKS	PERFORMANCE INDICATORS
<p>Tenancy Management</p> <ul style="list-style-type: none"> • Ensure all SASH Whanau communications are captured and processed in the Client Management Systems. This is to ensure tenancies meet requirements of the RTA and SASH's contractual obligations to MSD. • Accurately prepare documentation for the TM's for 14 Day Notices, Anti-social behaviour and tribunal hearings. • Ensure that the Housing Support Team Manager is kept informed regarding complaints, Anti-social behaviour, communications that will be useful for Tribunal. • Understand and interpret all Tenancy Legislation and contractual obligations to ensure these are met with every transaction. • Check the accuracy of information given by tenancy managers before communications are prepared. • Prepare all tenancy documentation for Tenancy Starts and vacates, coordinating all information with Tenancy Managers and Whanau directly. • Prepare debtor letters for TM's advising the TM on the amount, period missed and ensuring the TM has set up a repayment plan. • Access the MSD client system to request the additions of properties, taking responsibility for the approval of rents and the matching of tenants from the housing register . • Investigate current rent levels for properties under the open contract and offer these to HUD for approval. • Take responsibility of all the above and be able to work autonomously when the Housing Support Team Leader is unavailable. 	<ul style="list-style-type: none"> • Tenancy documents are prepared and emailed/sent within two working days of tenant accepting vacancy. • A clear understanding of all legislation relating to Community Housing is demonstrated. This includes the Public and Community Housing Act, The Residential Tenancies Act, The Privacy Act. • A clear understanding of TSA HUD contracts is demonstrated. This includes the Open Contract, The various Capacity contracts. • A clear understanding of Affordable Rent properties and Tenants in this category, is demonstrated and understanding the various ACTS relevant only to these Tenants is evident. • Bond lodgements and refunds are processed within two working days of receipt of payment and completed paperwork. • All Whanau communications are captured and all Tenancy Tribunal documentation is able to be easily located. • All incidents of TM's/MTSO's not complying with the RTA and SASH contractual obligations are reported to the Housing Support Team Leader or SASH Management team (in their absence). • All information and Whanau communications where tenancy and Anti Social Behaviour breaches of the Residential Tenancy Act occur are captured accurately . • Produce all documentation required to support a quick 11 day turnaround for vacancies. • Prepare debtor letters for TM's advising the TM on the amount, period missed and ensuring the TM has set up a repayment plan. • All debtors are able to be contacted within two working days of the debt being found. • HUD are asked to approve the correct/ increased rent for the Open Contract.

<p>SASH Business Process Support:</p> <ul style="list-style-type: none"> • Update and collaborate to ensure that changes to Legislation and contracts are embedded into SASH Business Processes and Operational Guidelines. • Develop and document new processes . • Interpret complex legislation and refer to various relevant Acts when one- off situations occur. • Implement business processes as and when new software or systems are introduced. • Continually audit systems to ensure staff are using the correct processes. • Liaise with other stake holders to gather information for new processes. 	<ul style="list-style-type: none"> • The housing support team are fully trained in any changes to legislation or contractual obligations before these come into force. • All Housing process manuals are kept current, and updates are sent to SASH staff. • The correct advice is given to complex questions. • Templates, MTSO folders, SASH Business processes are updated as required and versions are dated. • Google Docs are current, and used appropriately.
<p>Whanau Service:</p> <ul style="list-style-type: none"> • Communicate with clients regarding rent arrears, new tenancies, vacating tenancies, and past processing errors. • Provide specialist advice to Tenancy Managers for the management of complex tenant situations. • Advice is provided to Tenancy Managers regarding coordination of maintenance/ contractors. • Contribute to the annual Tenancy survey. This is a HUD mandated requirement. • Ensure tenants' rights and responsibilities under the Residential Tenancies Act are contained within all documentation and verbal communication. 	<ul style="list-style-type: none"> • Able to demonstrate positive and productive communication style to achieve desired results. • Ensure tenancy managers are given support for the easy resolution of complex tenant situations. • Rent review data is accurately input into Chintaro, changes are checked, letters are prepared, and process is rolled out within timeframes stipulated in the RTA. • Tenant surveys are collated, and feedback given to the SASH team. • Tenancy document templates are checked and updated on a regular basis.
<p>Complaint management:</p> <ul style="list-style-type: none"> • Using complaint management expertise, respond to all tenant complaints within 48 hours and where necessary, escalate these complaints to other appropriate SASH staff. • All complaints are captured, and Tenancy Managers are advised on how these complaints may be managed. • Manage and influence Internal and external relationships with stakeholders to ensure positive outcomes. 	<ul style="list-style-type: none"> • A documented process is maintained for all complaints including the recording of complaints received and method of resolution. • Complaints are resolved and/or parties have come to a resolution. • A sensitive approach is used when stakeholders are advised when processes change or where complaints occur.

<p>General SASH Administration:</p> <ul style="list-style-type: none"> • When required, make travel and accommodation bookings for SASH staff and liaise with the travel agents in respect to travel arrangements. • Organise training events and meetings and arrange logistics as and when required. • Assist SASH team with general administration tasks as and when required. • Order regularly replaced fixtures – curtains/ stoves etc for the National Housing Operations Manager and Tenancy Managers. 	<ul style="list-style-type: none"> • Travel bookings made and confirmed within 24 hours of request. • Events/projects, meetings are well-organised and presented. Fixtures requested and authorized, are ordered within two working days. • Fixture orders are followed up and communication to the TM's occurs.
<p>SASH Invoicing support</p> <ul style="list-style-type: none"> • Scan & code invoices for payments to contractors. • Follow up missed payments with the Finance Team. • Contact Contractors when discrepancies are discovered. • Create Invoice schedule and send to authorised signatories for approval statement. 	<ul style="list-style-type: none"> • Queries regarding unpaid invoices are Investigated with the Finance team and replied to in a timely manner. • Invoices are prepared and sent to approvers on the same day they are received.
<p>Team training support</p> <ul style="list-style-type: none"> • On behalf of the Housing Support Team Leader, provide supplementary training for other coordination staff (as appropriate) on systems and software including Chintaro, BOS, Techone, Google docs etc. • Buddy up/ support colleagues and other Tenancy Management staff to assist them to reach Community Housing Certification. • Continuously coach other team members and Tenancy Managers to reach a higher level of competency. 	<ul style="list-style-type: none"> • Gaps in training (for colleagues) are identified and addressed. • Team meetings are led, meeting agendas and follow-up notes are distributed. • Attendance at training events, online training, team training occurs. • Competencies and learning requirements are identified and discussed with the Team Leader.
<p>Mission Support</p> <ul style="list-style-type: none"> • Actively maintain positive communication and effective working relationships with other team members. • Attend planning days, staff meetings and training as required. • Communicate process improvements to the Team Leader and National Tenancy Operations Manager. • Understand and follow Salvation Army Policy. 	<ul style="list-style-type: none"> • Attend meetings. • Positive attitude toward the Mission of The Salvation Army. • Relationships with other team members are positive and focussed on delivering service. • Differences are resolved quickly. • Respect for TSA organisational processes is demonstrated.

<p>Health and Safety</p> <ul style="list-style-type: none"> • Report accidents and hazards. • Follow safe work procedures. 	<ul style="list-style-type: none"> • HSE 5.1 accident report form completed within appropriate time frames. • Hazards are reported and managed appropriately. • Employee works safely at all times.
<p>Privacy</p> <ul style="list-style-type: none"> • All client details are kept private and secure in accordance with the Privacy Act 1993 and MSD policy. 	<ul style="list-style-type: none"> • Client details are kept on a secure system. • Any breaches of privacy are reported to the OM immediately.

QUALIFICATIONS

- At least 2 years' experience working in a Public or Community Housing role
- Experience working with Client systems
- Working knowledge of all Housing related legislation.
- Comprehensive knowledge of the Community Housing Sector and Income Related Rent in Public and Community Housing
- Experience in or understanding of the work of social agencies and their impact/ support of Whanau in Community Housing
- Basic accounting skills and experience would be useful.
- Technical proficiency of MSD systems for Certified Housing Providers, Chintaro or other tenancy management systems.
- Ministry of Justice vetting response satisfactory to The Salvation Army will be required

KEY COMPETENCIES

- Ability to relate to people from a diverse range of backgrounds.
- Problem solving, the ability to investigate and analyse information is important
- Competent use of Microsoft Office Suite – particularly Excel and Word.
- Ability to interpret complex information.
- Ability to prioritise competing demands and schedule work
- Taking initiative where required
- Exceptional organisational skills
- Ability to influence others
- Sympathetic towards the Mission of The Salvation Army.