

Job profile

Position title	Tenancy Manager
Division:	Housing Division
Location:	Christchurch
Responsible to:	Manager, Housing Division
Date approved:	February 2024
Delegated authority	Nil
Staff responsibilities	Nil

The Christchurch Methodist Mission

The Christchurch Methodist Mission is the social services agency of the Methodist Church of New Zealand with responsibility for services in Canterbury, Marlborough, Nelson and the West Coast.

Our Vision

A socially just and inclusive society.

Our Mission

To promote and enhance the dignity of all people through:

- Providing compassionate care, support and empowerment of those most vulnerable in our community
- Building communities, neighbourhoods and a wider society that are fair and inclusive
- Challenging injustice and promoting hope

‘Cycles of Hope®’

Christchurch Methodist Mission is committed to promoting ‘cycles of hope’ by actively addressing not only the effects, but also the causes of injustice and social and economic disadvantage.

Our Partnerships

We are committed to Te Tiriti o Waitangi in all our work and to working in partnership as Māori and Tauīwi.

Our Values

- Tumanako (Hope)- Believing that change is possible
- Whakaute (Respect)- For people, and every person’s unique value
- Hei kaikōrero mō te tika me te mana taurite (Social Justice)- Inequality, unfairness and exclusion will be challenged
- Ngākau pono (Integrity)- Actions speak louder than words
- Mahi tahi (Partnership); Strength is found in cooperation
- Whakamana (Empowerment)- Recognising and enhancing the mana in all people
- Whakakauka (Sustainability)- Responding to the challenges of climate change

Purpose of Position

The Christchurch Methodist Mission (CMM) provides a range of housing services across Christchurch, Marlborough, Nelson & West Coast. In Christchurch CMM provides long-term housing for whānau; affordable housing for older people, transitional housing, youth housing, accommodation and support for kaumātua at Whare Tiaki and the provision of a sustaining tenancy service.

CMM provides social support and tenancy management to clients/tenants with a focus on addressing the issues that have led to homelessness and support needed considering the holistic need of client/tenant/whānau including supporting them to secure and sustain long term housing.

The Tenancy Manager will have responsibility for providing tenancy management services to the individuals and whānau who live or stay in CMM housing in Christchurch. They will have responsibility for coordinating the maintenance and repairs of the properties to ensure a good standard of housing as well as manage the relationship with the property owners.

Key Responsibilities

1. To manage transitional housing occupancies including:
 - introducing whānau to the house and their rights and responsibilities during their stay
 - managing all occupancy documentation
 - undertaking regular property inspections both during and at the end of the occupancy
 - managing any breaches to the conditions set out in occupancy documents
 - managing client financial contributions and the recovery of debt at the end of occupancy, as appropriate
 - manage the relationship with property owners to ensure the relationship is positive for both parties
2. To manage long term tenancies of individuals/whānau entering CMM housing including
 - introducing tenants to the housing and their rights and responsibilities during their tenancy
 - managing all tenancy documentation
 - undertaking regular property inspections both during and at the end of the tenancy
 - managing tenant financial contributions
 - managing breaches to tenancy agreements in a manner which promotes sustainability for social and affordable housing tenancies
3. To work closely and collaboratively with the wider CMM Housing Team, including the Housing Operations Manager, other Tenancy Managers, Housing Support Worker and Social Workers to promote positive outcomes for tenants
4. To ensure that all of the properties are well maintained and comply with current legislation and codes and CMM's own policies and procedures. This includes:
 - ensure all units/houses are in good repair, fully equipped and clean at the start of each tenancy
 - upkeep of lawns and grounds

- scheduled routine maintenance
 - liaison with Kāinga Ora and private sector landlords to ensure landlord maintenance and repairs are undertaken in a timely manner
 - coordinating other tradespeople/contractors to respond to damage/repairs for which the landlord is not responsible
 - maintaining a list of preferred service providers/ contractors
 - supporting the Housing Support Worker to ensure vacated houses are turned over and restocked in a timely manner
 - organising testing of contaminants as appropriate
5. To build strong relationships with Kāinga Ora staff and private landlords to enable permanent housing solutions to be found for transitional housing tenants.
 6. To maintain accurate and up to date records.
 7. To ensure that all of CMM's health and safety policies are being adhered to.
 8. To maintain up-to-date knowledge and awareness of trends and developments in housing with particular emphasis on social and transitional housing
 9. To provide support and/or cover for other CMM Tenancy Managers and Housing Support Workers as required (including for social housing and for affordable rentals)
 10. To undertake any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description.

Key Relationships

- Clients/tenants of CMM Housing Division
- All staff in the CMM Housing Division
- Other staff of the wider CMM
- Kāinga Ora, Ministry of Social Development, Ministry of Housing and Urban Development and other community and transitional housing providers
- Other local agencies including property management companies/private landlords, contractors, and other social service organisations

Professional Knowledge, Experience and Personal Attributes

Essential

- Compassionate, courageous, creative, flexible and able to work under pressure
- Excellent interpersonal relationship skills, including demonstrated ability to manage difficult tenant relationships
- Experience working with customers from a variety of cultures and in different circumstances
- A commitment to Te Tiriti o Waitangi
- Significant experience in working as part of a team
- Effective time management skills, including the ability to meet deadlines
- Full/clean New Zealand Drivers License
- Effective oral and written communication skills.
- Sound administrative and computer skills (MS Word, Email, and Database applications)

Desirable

- Experience of working for a community housing provider in New Zealand
- Strong understanding and knowledge of Residential Tenancies Act 1986
- A tertiary qualification in social services, health, housing or a related field
- An understanding of housing in Ōtautahi

Organisational Competencies

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

- **Commitment to the service** - promotes high quality care for tenants. Demonstrates a commitment to understanding and meeting tenants' expectations and delivering a high-quality service. Sensitive to the needs and concerns of tenants and prospective tenants.
- **Building relationships** - The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships
- **Team work**- commitment and support for the work of the team. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. social workers, teachers, advisors, clinical staff, community workers etc.
- **Flexibility** - Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.
- **Planning and organising** - ability to identify objectives and develop effective action plans to achieve them. High level of initiative and self-management. Excellent time management skills and ability to respond to demanding timelines. Results focused and ability to deliver on commitments.
- **Managing Personal Responsibilities** – upholds personal, professional, and ethical conduct. Demonstrate ethical practice and the maintenance of professional boundaries. Knowledge and commitment to the principles of EEO.
- **Managing Information and Uses Technology** - managing information effectively, and using information technology to be efficient, productive, and to deliver a high standard of service
- **Cultural Responsiveness** - The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups. Ability to work within diverse cultural settings.

Signed:

Date:

Employee: _____

Employer: _____