

## Job profile

<b>Position title</b>	<b>Housing Team Leader Blenheim</b>
<b>Division:</b>	Marlborough, Nelson and the West Coast
<b>Location:</b>	Marlborough, Nelson and the West Coast
<b>Responsible to:</b>	Regional Housing Manager
<b>Hours</b>	Full-time – 40 hours per week
<b>Date approved:</b>	November 2023
<b>Delegated authority</b>	As per policy on Authority Levels and Delegated Authorities

### The Mission

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The Christchurch Methodist Mission (CMM) is the social services agency of the Methodist Church of New Zealand with responsibility for services through the upper South Island, including Canterbury, Marlborough, Nelson and the West Coast.

### Our Vision

A socially just and inclusive society in which all people flourish.

### 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’

CMM 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 Values

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- 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**

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CMM provides housing services in Blenheim, Nelson and the West Coast for individuals and whānau who are or who have been homeless. CMM provides social support and tenancy management to its kaewa (clients) with a focus on addressing issues that have led to homelessness in the past, and building skills and resilience to sustain tenancies in the future.

The purpose of this position is to grow the housing options available for kaewa across all services. You will lead a small team of Housing Specialist(s) and will support the team to ensure professional service delivery and policies and procedures are adhered to.

## **Key Responsibilities**

1. Manage and grow CMM's property portfolio across the region including
  - Procuring housing for our kaewa across the region for all services
  - Having oversight of all CMM properties, owned or leased by CMM in the region
  - Building and maintaining strong relationships with Property Management Companies and Owners of houses, including signing up new landlords
  - Running landlord focused events
  - Ensuring all houses meet Healthy Home Standards and are well maintained
  - Ensuring CMM meets all legal obligations to tenants and landlords
2. Leadership to all staff, including
  - positively communicating the Mission's vision, mission, values, policies and plans to the team
  - demonstrating a leadership style that sets a high standard of client and community service
  - working with staff to ensure that services reflect the values of the Methodist Mission
  - working with an supporting Tenancy Managers to deal with any tenancy matters as they arise, in line with CMM Policies and Procedures
  - leading team decision making for day to day operational issues that arise
  - maintaining up-to-date knowledge and awareness of trends and developments which impact on the Mission's clients and our services
  - contributing to Mission strategic planning
3. Promoting CMM's commitment to Te Tiriti and bi-cultural journey including
  - building relationships with local hapū and iwi
  - supporting kaewa to connect with whānau, hapū and iwi
  - enabling staff to develop skills in tikanga and te reo Māori
4. Supervision and development of staff, including
  - facilitating regular meetings of the full staff team to review the initiatives, consider improvements, provide mutual support and discuss other issues as required
  - providing regular supervision to the team

- ensuring all staff have appropriate induction process and receive necessary support and training to undertake the tasks as set out in their job descriptions
- undertaking, in conjunction with the Housing Manager, annual appraisals and performance plans

5. Represent CMM as key liaison to external stakeholders including

- MSD regarding service demand and referrals
- key social and health services, including addiction services, mental health services, the Child Protection Team, PHO, and other NGOs
- local iwi and hapū, and Māori social service and health providers
- Be an ambassador for CMM and work collaboratively with kaewa, colleagues and external agencies

6. To oversee the operational budget for CMM leased and owned housing including:

- monitoring expenditure for the initiative within the authorised limits

7. Adhere to CMM's Health and Safety policy including:

- regularly reviewing the risk register for the service
- ensuring that all accidents, incidents and near misses are recorded
- being the investigating officer for all accidents, incidents and near misses for allocated staff
- ensuring that all staff have a strong understanding of the policy and adhere to it.

8. Fulfil Mission administration and recording processes, including

- ensuring accurate data is kept
- ensuring that all workers are maintaining accurate kaewa case notes
- preparing reports as required

9. Undertake any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description, including provision of social support or tenancy management services to clients if required.

## General

It is expected that all staff employed by CMM will:

- Adhere to the CMM values statement, Strategic Plan, Code of Conduct and Health and Safety requirements
- Actively participate in team meetings and other CMM meetings.
- Demonstrate commitment to CMM's bi-cultural journey
- Undertake professional development, supervision and training as agreed.

## Key Relationships

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### Internal

- Regional Housing Manager
- BETHS Team Leader
- Housing First Team Leader
- Kaewa (clients)
- The staff of other CMM housing service teams in Blenheim, Nelson, West Coast and Christchurch

### External

- Colleagues in other social service and health providers across Marlborough (mental health, AOD services, Māori health providers)
- Ministry of Housing and Urban Development
- Ministry of Social Development
- Kāinga Ora

## Person Specification

### Essential

- At least 5 years leadership experience (leading a team)
- Knowledge of appropriate legislation (such as Residential Tenancies Act and the Children's Act 2014) and how this applies to your work
- Knowledge of the Residential Tenancies Act
- Cultural competencies with knowledge of tikanga me te reo Māori
- Experience working in the housing sector
- Positivity, flexibility, confidence and compassion with a non-judgemental attitude
- Resilience, with the ability to work in an environment of unpredictability
- Demonstrated ability to maintain professional integrity and self-care
- Have experience in working alongside people with mental health issues, substance misuse and trauma
- Excellent interpersonal and communication skills (verbal, written and computer literacy)
- Computer literacy and skill in the use of computers and related software applications
- Empathetic approach

### Desirable

Relevant tertiary qualification

Signed:

Date:

Employee: \_\_\_\_\_

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Employer: \_\_\_\_\_

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