

Position Title	Housing Support
Organisation	Tuatahi
Location	Wellington
Date	May 2023
Reports to	Tenancy Manager

Tā tātou moemoea – Our Vision

Empowering whanau, aiga and communities.

Tā tātou whāinga - Our Mission

All whānau, aiga and communities are supported to live safe, secure, self-reliant, and fulfilled lives.

Our Focus Areas

To achieve our vision, our focus areas enable us to target our efforts and concentrate on what's important

- Te Pou Kāinga Haumarū – Safe, secure, warm homes
- Te Pou Tautoko – Services and support
- Te Pou Tūhononga mai - Connection and participation
- Te Pou Waka Hourua – Working together
- Te Pou Kakano – Capability and succession

Position Purpose

To assist and support the Tenancy Manager in ensuring properties are maintained to a high standard.

Key Responsibilities

- Conducting weekly room/house inspections
- Carrying out inductions and exits of whanau
- Cleaning of Tuatahi properties as required
- Administration duties
- Management of external environment; by manager's request completing building checks and searches.
- Document incidents, and maintenance issues
- Knows, abides by and, if appropriate, enforces Tuatahi Policies and Procedures
- Attends weekly team meetings or any other training put in place
- Ensure we are providing a positive, healthy and safe environment for all whanau
- Be a consistent, reliable and helpful presence to all living in our homes

Health and Safety

- Take reasonable care for your own health and safety and that of others at work.
- Understand and follow Health & Safety policies and practices.
- Identify & escalate workplace hazards

- Take action to improve health and safety record of the workplace. Ensures equipment and work areas are well maintained.
- Ensure timely and accurate reporting of any hazards and potential hazards so that they may be remedied.

How this will be achieved:

- Organizational Health & Safety policies are followed.
- Attendance of mandatory Health & Safety training.
- Health & Safety incidents are appropriately reported (and escalated if required).
- The physical environment is kept safe.

Performance Measures

Capability	Expectation
Positions Delegations/Financial Responsibilities	Delegated Authority: (Operating Expenditure) Nil
Personal Development	<ul style="list-style-type: none"> • Have an active development plan in place. • Attend orientation and all core training. • Inform Team Leader of development requirements. <p>How achievement will be measured</p> <ul style="list-style-type: none"> • Goals and objectives in development plans are achieved. • All mandatory training has been attended.
Cultural Safety	<ul style="list-style-type: none"> • Commitment to the principles of the Treaty of Waitangi as they apply to Tuatahi. • Whanau receive care without discrimination. <p>How achievement will be measured</p> <ul style="list-style-type: none"> • Able to demonstrate knowledge and application of principles of the Treaty of Waitangi. • Whanau feedback, peer feedback.

Experience and knowledge profile:

- A high level of personal integrity.
- Ability to work with people from diverse backgrounds and cultures.
- Flexibility – able to adapt to new and changing situations
- Collaborative working style and the ability to build rapport with tenants and external community.
- Proactive personal initiative and able to make decisions when necessary.
- Confident using electronic systems
- Excellent communication skills
- Minimum of a Restricted NZ Driver’s License.

Important Relationships

Internal

- Tenancy Manager
- Whanau
- Tuatahi Housing Team

External

- Family, whanau & significant others supporting whanau
- Community