



Thanks for your interest in Dwell Housing Trust and our Housing Officer position.  
Below is the Job Profile.

If you wish to apply for this role please send your CV **and a** covering letter telling us why you want the job.

Applications should be emailed to [work@dwell.org.nz](mailto:work@dwell.org.nz) before **9am on Wednesday 8 April 2015**

If you have any questions please email us [work@dwell.org.nz](mailto:work@dwell.org.nz) or ring Alison Cadman on 04 384 4874 or 0275542621



## **Job Profile - Housing Officer**

### **About Dwell**

Dwell Housing Trust (Dwell) is a community housing organisation that provides affordable housing to people on low and moderate incomes in the Wellington region.

Dwell was set up by Wellington Housing Trust (WHT) in 2012 and became operational in 2013 following the joining together of WHT and Mahora House Inc (MHI). This joining has created an organisation with over sixty years' cumulative experience in the social housing and mental health sectors. The joining has also created a uniquely experienced and capable social enterprise, based in and committed to the greater Wellington region.

Dwell is a charitable trust registered with Charities Services. We are a registered Social Housing Provider with the Community Housing Regulatory Authority. Our Board is responsible for the governance and strategic direction of Dwell. They have extensive skills and experience from diverse backgrounds. Our staff team are employed to manage the day to day operations of Dwell and our housing services. They are supported by a team of external contractors who are engaged as required along with our great volunteers.

### **Our vision, mission and values**

#### **Vision**

Affordable quality homes where people flourish.

#### **Mission**

To be the leading provider and partner of community housing in our region, by:

- providing affordable, appropriate, quality community housing to meet housing need
- working with other agencies to enable our people flourish and to ensure the efficient and effective use of our combined resources
- working with our people in ways that are inclusive, participatory and which uphold human rights
- advocating to central and local government on policy and funding issues that affect the provision of community housing.

#### **Values**

Our values are:

- Integrity
- Community
- Empowering others
- Innovation
- Sustainability

#### **Our strategic goals**

- More Homes – Dwell will be managing 500 homes by 2017.
- Better Services - All homes and services meet Dwell's quality standards.
- Strong Advocacy – Dwell aims to influence policy outcomes.

## Position purpose

The Housing Officer supports the management and development of Dwell's housing services. This role is a key member of a small busy team so the Housing Officer needs to be able to work independently to get the job done, be highly organised and be able to prioritise work effectively.

Critical to this role is the ability to maintain and develop proactive relationships with a diverse range of stakeholders including tenants, contractors, and community networks.

The Housing Officer also manages, to a high level, a range of administrative tasks to support the smooth running of the office.

## About the position

Responsible to: Director  
Direct reports: None  
Location: Dwell Housing Trust Office, Victoria Street, Wellington  
Hours: 35 hours per week with a view to increasing hours as required  
After hours: Some on-call work as required

## Key relationships

- Director
- Dwell tenants and other customers
- Other staff and contractors
- Dwell Board
- Tradespeople, suppliers and contractors
- Health professionals and support agencies that work with our tenants
- Government agencies: Ministry for Business, Innovation and Employment, Housing New Zealand Corporation, Ministry of Social Development
- Community networks, social service and support agencies
- Wellington City Council

## **Key tasks**

### **Customer service**

- Provide an excellent housing service to our customers.
- Manage tenancies, including visiting our tenants when needed and conducting regular property inspections.
- Proactive and regular communication with customers and follow up and resolve efficiently and effectively any issues raised.
- Liaise with any support people and other agencies, including social support and health agencies where necessary.
- Work with tenants if requested to address any housing related issues, such as problems with other tenants, rent/budget issues.
- Work alongside tenants and agencies to ensure that housing solutions meet the needs of tenants.
- Balances the business and social needs of Dwells operations by managing expectations and contractual requirements of customers in a professional and customer focused manner.
- Ensure the housing service and Dwell's activities complies with the Residential Tenancies Act, all other relevant legislation and our own policies and procedures.
- Process and assess applications for housing and managing the waiting list.
- Obtain accurate and appropriate information from applicants about requirements.
- Analyse customer feedback to identify common issues and develop plans to meet their individual and neighbourhood needs.
- Represent Dwell at mediation or tenancy tribunal hearings if needed.

### **Property management**

- Allocate Dwell's homes, let homes and manage re-lets, and ensure vacant homes are let as soon as possible and to a standard that meets customer's and Dwell's needs.
- Ensure all decisions and/or solutions in relation to the management of homes and tenancies are applied in accordance with Dwell policy and procedures.
- Action repairs and maintenance when required, following the right process, keeping within budget and meeting contractual requirements.
- Maintain and develop register of appropriate contractors, specialist contractors and trades people and manage repairs, ensuring they are delivered quickly, effectively, economically and to the customers and Dwell's satisfaction.
- Manage and monitor our planned maintenance work ensuring you work within financial budgets and get best value from our contractors.
- Manage and monitor rent accounts and if needed take the appropriate action to recover rent arrears in line with Dwell policy and processes.
- Maintain and develop our tenancy and asset management database.

### **Service management and development**

- Review, develop and implement systems to ensure services delivered are efficient and effective.
- At all times follow the financial regulations, policies and procedures frameworks set out in the Housing Management Policies.
- Review and develop Dwell's policies and procedures as needed.
- Work with the Director and other staff to develop and implement best housing practice and to ensure continuous quality improvement and capacity building.

- Ensure the appropriate statistics and information is collected for funding organisations and Government partners, and that client information is being recorded accurately.
- Assist with the development of sound financial business plans and proposals for new initiatives and projects for the future growth of our housing service if required.

### **Administration**

- Approve and process invoices from contractors, tradespeople and suppliers.
- Process all invoices weekly.
- Maintain and develop Dwell's Operations Manual.
- Maintain asset register.
- File and archive information in accordance with Dwell policy and procedures as required.
- Maintain and develop current and archival information management systems.
- Proactively maintain the office environment.

### **Relationships and reporting**

- Network with other housing and other relevant providers.
- Attend community and other appropriate forums and networks as required.
- Maintain a good working relationship with the Director and other staff.
- Work within the strategic plan framework of Dwell.
- Ensure the values and vision of Dwell are clearly communicated and adhered to.

### **Health and safety**

- Keep a safe and healthy work environment by practicing safe work methods, reporting all incidents, identifying work place hazards and using appropriate safety equipment.
- Understand the importance of taking care of your own health and safety and that of others.

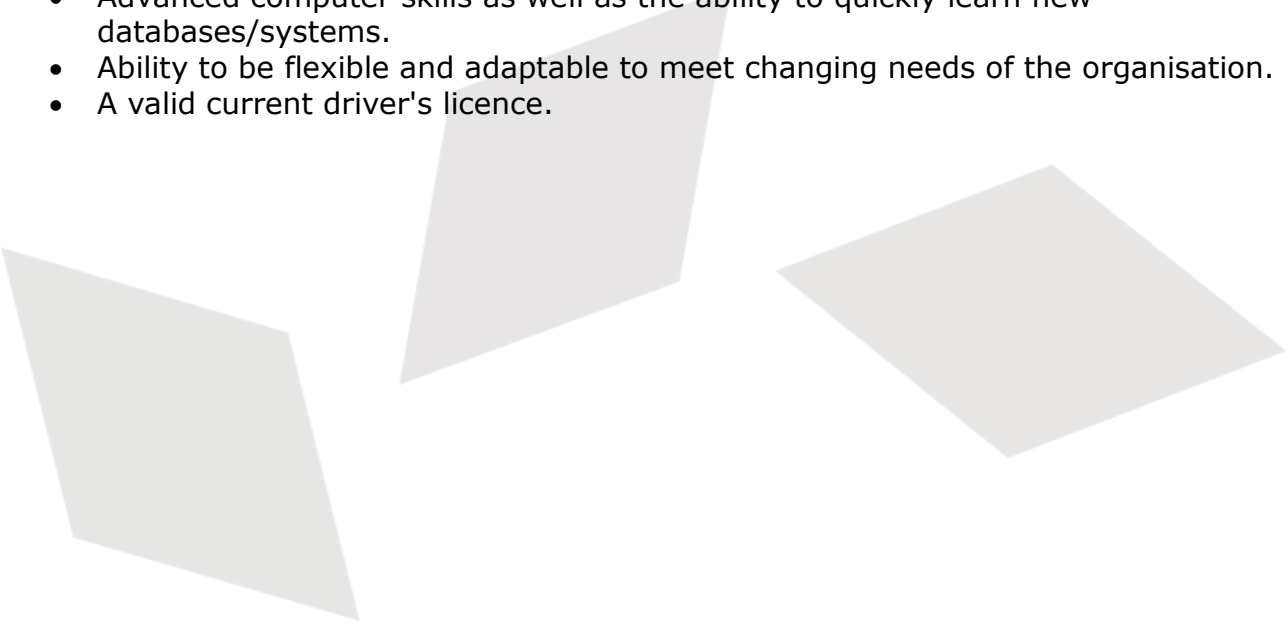
### **Professional learning and development**

- Take responsibility for own learning, participate in ongoing training and attend relevant meetings, seminars and courses.

### **Other**

- Carry out any other tasks as may reasonably be required.

## **Essential skills and knowledge required**

- Proven experience working in property/housing management or related field.
  - Proven and relevant experience working in social services, community housing or not for profit sector.
  - Proven customer service skills and evidence of strong relationship building and management skills.
  - Demonstrated ability to work effectively under pressure, prioritise work and meet agreed deadlines - often with minimal supervision.
  - Strong problem solving skills and a can-do action orientated attitude.
  - Proven experience maintaining and developing administration procedures and systems to a high standard.
  - Possesses a strong attention to detail and high level of accuracy.
  - Strong written and oral communication skills and ability to relate to a broad spectrum of people over a variety of channels (phone and face-to-face).
  - Knowledge or ability to quickly understand the application of relevant legislation including Residential Tenancies Act.
  - Advanced computer skills as well as the ability to quickly learn new databases/systems.
  - Ability to be flexible and adaptable to meet changing needs of the organisation.
  - A valid current driver's licence.
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## **Core competencies for Housing Officer**

### **Integrity and Trust**

- Is widely trusted
- Is seen as a direct, truthful individual
- Can present the unvarnished truth in an appropriate and helpful manner
- Keeps confidences
- Admits mistakes
- Doesn't misrepresent him/herself for personal gain.

### **Interpersonal savvy**

- Relates well to all kinds of people-up, down, and sideways, inside and outside the organisation; builds appropriate
- Rapport
- Builds constructive and effective relationships
- Uses diplomacy and tact
- Can diffuse even high-tension situations comfortably.

### **Peer relationships**

- Can quickly find common ground and solve problems for the good of all
- Can represent his/her own interests and yet be fair to others
- Can solve problems with peers with a minimum of fuss
- Is seen as a team player and is cooperative
- Easily gains trust and support of peers; encourages collaboration
- Can be candid with peers.

### **Communications**

- Is able to communicate clearly and succinctly in a variety of communication settings and styles, can get messages across that have the desired effect.
- Practices attentive and active listening.

### **Process management**

- Good at figuring out the processes necessary to get things done
- Knows how to organise people and activities
- Understands how to separate and combine tasks into efficient work flow
- Knows what to measure and how to measure it
- Can see opportunities for synergy and integration where others can't, can simplify complex processes, gets more out of fewer resources.

### **Functional/technical skills**

- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- Understands and complies with the functional and technical policy, process and procedures relevant to requirements of his/her role.

### **Customer focus**

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

**Problem solving**

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- Probes all fruitful sources for answers
- Can see hidden problems
- Is excellent at honest analysis
- Looks beyond the obvious and doesn't stop at the first answers.

**Dealing with ambiguity**

- Can effectively cope with change
- Can shift gears comfortably
- Can decide and act without having the total picture
- Isn't upset when things are up in the air
- Doesn't have to finish things before moving on
- Can comfortably handle risk and uncertainty

**Decision quality**

- Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment
- Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time
- Sought out by others for advice and solutions.

