

## Performance Indicators for the Community Housing Advisor Housing Advice Centre July 2021

**JOB TITLE:** Community Housing Advisor

**RESPONSIBLE TO:** Housing Advice Manager

**HOURS:** up to 20 hours a week

**FUNCTIONAL RELATIONSHIPS WITH:** Manager, Centre users, Stakeholders, Co-Community Housing Advisor

**PRIMARY OBJECTIVE:** To aid the Manager in the administration of the Centre and to enable centre users to have access to advocacy support

Reaching this objective will involve the following tasks coordinated with Co-Community Housing Advisor:

| Key Tasks   | Expected Results   | Measurement   |
|---|--|---|
| <b>1. Community Work/Advocacy</b>   |  |   |
| Help visitors to the Centre – talk with people about options. Identify problems that have cause people to visit HAC and provide options that could help.  |  |   |
| Make the centre a welcoming space.  | People feel able to approach HAC for help.   | People do not leave without seeking help  |
| Give advice on tenancy law to tenants, landlords, flatmates, property managers and anyone else who seeks it.  | Provide advice that is in agreement with the RTA or best practice, whichever is relevant.          | The advice given is shown to be correct. There are no justifiable complaints that the advice given has been wrong.          |
| Provide assistance to accommodation seekers in need. through advice, referrals and advocacy. Help them to access accommodation by engaging with landlords and providing access to the internet and phone when required. Including training on how to use computers for rental searches. | Clients have access to computer and phone. help with mediation/advocacy with landlords or tenants. | Client no longer requires HAC services or is able to use digital services or know how to access the help required to do so. |

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| Where appropriate, refer people to other agencies when HAC is unable to assist them further. | Client referred to appropriate agency.   | Available feedback shows client was referred appropriately.                   |
| Update information available on emergency and social housing and daily rental listings.      | Social housing and emergency accommodation list and the printed and electronic rental listings are available and accurate. | Available feedback shows list and rental listings are accurate and helpful.   |
| Narrative of complex, unusual or typical cases are recorded.                                 | Narratives written up on a regular basis while they are still fresh in the mind.   | Narratives never more than six weeks behind and at least two cases per month. |
| When required assist with or lead education and training programmes and publicity events.    | Training, education and publicity events enhanced.   | High quality training, education and publicity events occur.                  |

| <b>2. Administration</b>   |   |   |
|--|---|---|
| <b>Key Tasks</b>   | <b>Expected Results</b>   | <b>Measurement</b>  |
| Be available for 20 hours a week at negotiated hours.  | Available for 20 hours a week at negotiated hours.  | Available for 20 hours a week at negotiated hours.  |
| Operate the Housing Advice Centre in the absence of the Manager bearing in mind that some negotiation may be needed.                                     | Office open to the public from 10am to 3pm Monday to Friday.  | Public can access office between agreed hours.  |
| Help maintain records and statistics – both housing and advocacy.  | Capture statistics each day.  | Statistics can be used for monthly reporting and to meet funder requirements.   |
| Administration duties.   | Be familiar with general office administration and policies of the organisation and carry them out. | That the office is maintained in such a way that all workers can access the information and resources needed to carry out their duties. |
| Identify and record difficulties that the Centre users are having bearing in mind that these could develop into research finding suitable accommodation. | Use spreadsheet to record information.  | That the records kept can be used for research or analytical purposes.  |
| Assist with cleaning the office.   | Office will be cleaned at least once a week.  | Office is clean and tidy at all times.  |

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| Help with the publicity of the centre by ensuring Contract Worker has information required for website and social media.             | Help keep the profile of the Centre visible.   | Centre is well known amongst the community, |
| To update passwords on pen drive and cloud   | Passwords are updated monthly                  | Correct Password can be accessed.           |
| Act in such a manner as to keep themselves, other staff and visitors to the office safe and follow all health and safety guidelines. | All health and safety guidelines are followed. | Everyone is kept safe.                      |

| <b>Other</b>  |   |   |
|---|---|---|
| <b>Key Tasks</b>  | <b>Expected Results</b>   | <b>Measurement</b>  |
| Participate in research undertaken at the centre.   | Be prepared to research and analyse necessary information.                  | To be agreed upon at the outset of any research project                     |
| To bring to the Manager's attention research or information on topics relevant to the work of the Centre. | Manager aware of research and information on topics of interest.            | Manager aware of research and information on topics of interest.            |
| Monitoring housing demand and supply in the Manawatū.   | Centre staff knowledgeable about housing demand and supply in the Manawatū. | Centre staff knowledgeable about housing demand and supply in the Manawatū. |
| Assist in Facilitation of Housing Needs Monitoring Group  | Minute taking   | Notes are available to be accessed and HNMG runs smoothly                   |

### **Skills and Experience Required:**

#### 1) **ADMINISTRATION MANAGEMENT**

- a) Be sufficiently conversant with office and administration procedures to ensure the agency operates efficiently and effectively.
- b) Be able to keep accurate financial records and produce monthly financial statements.
- c) Be proficient in the use of all computer programmes used at the Centre.
- d) Social Media/teaching computers

2) **COMMUNITY WORK**

- a) Be able to demonstrate a commitment to housing issues.
- b) Have the ability to monitor aspects of housing which are relevant to community needs.

3) **PERSONAL SKILLS**

- a) Be able to deal competently with the public.
- b) Be able to work independently and as part of a team.
- c) Be able to communicate with a wide range of people.
- d) Be able to demonstrate an understanding of and a commitment to the Treaty of Waitangi.
- e) Be flexible to cope with the daily activities of the Housing Advice Centre
- f) Demonstrate an ability to provide an empathetic approach and supportive environment to Centre users.
- g) Be empathetic towards the needs of minority / disadvantaged groups.
- h) Be punctual and reliable.