

## Performance Indicators for the Manager Housing Advice Centre July 2021

**JOB TITLE:** Manager

**RESPONSIBLE TO:** Coordinating Committee of the Housing Advice Centre

**HOURS:** 30 hours a week

**FUNCTIONAL RELATIONSHIPS WITH:** Staff, Centre users, Stakeholders, Coordinating Committee

**PRIMARY OBJECTIVE:** To be responsible for the activities of the Housing Advice Centre on behalf of the Coordinating Committee

Reaching this objective will involve the following tasks:

Key Tasks	Expected Results	Measurement
<b>1. Accountability to Coordinating Committee</b>		
Written report.	Committee informed of centre activity, relevant issues, and ideas to formulate policy. Report to reflect Strategic Plan.	Committee members have the information required to govern and evaluate.
Circulation of report.	Report is circulated to Committee before business meetings.	Committee members have the information required to govern and evaluate.
Reports to Chairperson or Committee member as directed.	Communication is maintained between Manager and nominated person.	Manager has support.
Supervision	Active participation in both internal (Board based operational supervision) and paid external supervision (professional development and wellbeing).	Both types of supervision have a positive influence on the growth and wellbeing of the Manager and the overall success of the organisation.

Key Tasks	Expected Results	Measurement
<b>2. Worker Support, Supervision and Development</b>		
Ensure that all workers are working in accordance with their job descriptions.	Worker supervision is held regularly.	The work of the Housing Advice Centre is performed well.
Staff are adequately trained.	Staff able to perform duties.	Centre runs well.

<b>3. Administration of the Centre</b>		
Key Tasks	Expected Results	Measurement
Ensure all income and expenditure is recorded and accounted for.	Ensure that all financial reporting requirements are completed within agreed timeframes.	Financial management of the Centre is in accordance with the approved budget.
With the Treasurer prepare an annual budget for the Coordinating Committee to confirm.	The Treasurer and Manager have prepared a new draft budget to be approved by the Coordinating Committee for each new financial year.	New budget is approved by the Coordinating Committee.
Ensure financial management of the Centre is in accordance with the approved budget	Ensure there is regular tracking of actuals against budget and any variances are presented to the Coordinating Committee.	That the organisation's actual financial tracking is within acceptable variance measures to the agreed budget.
Ensure all information is well organised and easily accessible and is of a high quality both in content and presentation.	Ensure that staff will regular check the relevance of available information and update where necessary.	All information is accurate, relevant, and up to date.
Leading the undertaking of funding applications and accountability reporting.	Applications and accountability reporting to identified funding bodies are competed in a timely manner and reported back the Coordinating Committee.	These processes are completed to high standard and that results are reported to the Coordinating Committee.
Ensure the approved Complaints Procedure is displayed.	Ensure that the Complaints Procedure is reviewed to ensure it is up to date and that it is clearly displayed and available for Centre users if requested.	Procedure is up to date and easily accessible to the Centre users if requested.

<b>4. Responding to Centre Users</b>		
<b>Key Tasks</b>	<b>Expected Results</b>	<b>Measurement</b>
Ensure that appropriate degree of sensitivity and a high standard of communication is shown by all staff to Centre users.	Regular meetings as a team and individually to discuss and get feedback on the interface with Centre users. Any identified concerns or issues are discussed an agreed way forward is implemented.	The Centre is seen by Centre users as being a valuable, friendly, and comfortable environment that they trust.
Ensure people particularly those experiencing housing crises are provided with: <ul style="list-style-type: none"> <li>i. Up to date advice on tenant and landlord rights and responsibilities.</li> <li>ii. Information on options available to people in the Manawatū area.</li> <li>iii. Advocacy with landlords/tenants, MSD, Kainga Ora, Tenancy Services and other agencies as required.</li> </ul>	Ensure that the team has or has access to relevant information for a range of inquiries.	Feedback from Centre users identified that the advice and information provided relevant and valuable.
Make appropriate referrals to other agencies when necessary.	Ensure that the team develops a sound understanding of services available locally, know how to access relevant information, and how to refer if requested.	There is a high level of knowledge across the team about other appropriate services and agencies.

<b>5. Community Liaison and Public Profile</b>		
Take overall responsibility for the Centre's public profile and that it is of a high standard.	Display a work practice that is seen as professional, valuable, and trusted.	The Centre is identified as service that is delivered to a high standard.
Ensure the Centre has a high profile in low-income communities.	Target identified communities by building value-based relationships with community leaders and groups, and with other services that have an established and working relationship within the community.	The Centre interface within the targeted communities has increased and is proving to be of value.
Effective liaison established and maintained with relevant organisations.	Identify key agencies, providers, services, businesses, and funders that have, or could have, a positive impact for HAC's strategic	Increase in key relationships that are valued and based on a common goal.

	objectives. Develop relationships based on mutual benefits towards a common goal.	
Conduct educational workshops, seminars and training for community groups, educational institutions and others on the Residential Tenancies Act and other relevant housing related information.	Develop the positive profile of the Centre so it is seen as a “go to” for housing related information, advice, and training.	Increase in the interest and demand for housing related training undertaken by the Centre.

<b>6. Understanding Housing Issues</b>		
Ensure the Centre Staff have up-to-date knowledge of relevant information.	Ensure that the team has or has access to relevant information for a range of inquiries.	Feedback from Centre users identified that the advice and information provided relevant and valuable.
Ensure the Centre addresses the broader issues relating to housing as outlined in the Constitution and Strategic Plan.	Ensure that the Centre’s Strategic Plan is the main driver for service planning.	Positive progress against strategic objectives are identified.
Be conversant with housing issues locally and nationally.	Information and trends locally and nationally are reported back to the Coordinating Committee to support strategic and operational planning.	Information and feedback positively influence HAC’s Strategic and Operational planning.
Attend meetings, conferences, hui locally and nationally that are relevant to the work of the agency.	Attendance to meetings, conferences and hui are reported back to the Coordinating Committee to gauge benefits and outcomes.	Information and feedback positively influence HAC’s Strategic and Operational planning.
Prepare and present submissions to local and central government and their agencies where appropriate.	Draft submissions are agreed to and signed off by the Coordinating Community as being relevant to the strategic objectives of HAC.	HAC is seen as a positive influencer in relation to housing matters and issues.
Undertake Professional Development and training to ensure the ability to undertake the role.	Clearly identify professional development goals and opportunities, and report these to the Coordinating Committee.	An annual Professional Development plan is undertaken and recorded on employee’s record.

## **Skills and Experience Required:**

### **1) ADMINISTRATION MANAGEMENT**

- a) Possess management skills – with proven ability with a community-based agency: s/he should either have already been a Manager of a community-based group or have worked in a community-based group and show the qualities of a Manager.
- b) Be sufficiently conversant with office and administration procedures to ensure the agency operates efficiently and effectively.
- c) Be able to keep accurate financial records and produce monthly financial statements.
- d) Be able to manage the annual budget of the agency and plan future budgets.
- e) Be able to identify funding sources and complete funding applications.
- f) Be proficient in the use of all computer programmes used at the Centre.

### **2) COMMUNITY WORK**

- a) Be able to demonstrate significant involvement in social change.
- b) Be able to demonstrate a commitment to housing issues.
- c) Have a sound knowledge base in community work, preferably with a strong focus on community development, and be able to relate theory to practice.
- d) Have already established significant community networks.
- e) Have the ability to monitor aspects of housing which are relevant to community needs.
- f) Demonstrate appropriate knowledge and relevant skills to be able to write reports, submissions, and documents whenever necessary and at a professional level.

### **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) Fluency in Maori or other Polynesian language desirable but not essential.
- i) Be punctual and reliable.