



Housing Advice Centre CC11390  
Hancock Community House  
77 King Street Palmerston North  
063584875  
[www.housingadvice.org.nz](http://www.housingadvice.org.nz)

## Job Description for Community Housing Advisor

**JOB TITLE:** Community Housing Advisor

**RESPONSIBLE TO:** Housing Advice Service Coordinator/Manager, Coordinating Committee

**HOURS:** 20 hrs per week

**FUNCTIONAL RELATIONSHIPS WITH:** Service Coordinator/Manager, Community Housing Advisor, Government and Community agencies

**PRIMARY OBJECTIVE:** To work in the Housing Advice team to support clients to gain appropriate housing.

### Participate in the following tasks within the team environment:

- Be welcoming, listen to, and understand the needs of clients in terms of housing and work with them to find the best solution in line with their current situation and needs.
- Help accommodation seekers through accurate and helpful advice, referrals and support. Help them to access accommodation by engaging with landlords and providing access to the internet and phone when required. Include training on how to use computers for rental searches and creating an email. Use the calendars to make appointments to keep the team informed of client interaction and availability for walk in clients.
- Where appropriate assist with referrals to other agencies. Gain a knowledge of available community agencies their roles and referral processes. Keep up to date with availability within these services.
- Answer phones and respond to emails in a professional and positive manner. Check emails and phone messages 3 times a day: beginning, middle and end of day.
- Understand and apply the Residential Tenancies Act. Access the Tenancy Tribunal website for clarification and to inform yourself on current issues. Discuss and ask for help from Service Coordinator as required. Give advice on tenancy law to tenants, landlords, flatmates, property managers and clients. Refer to 'Manawatū Tenants Union' when more information or clarification is appropriate.
- Update information available on emergency and social housing and daily rental listings.
- Create updated listings information and print copies on Monday, Wednesday and Friday for outside door. Email Monday's and Friday's to agreed providers.
- Complete written narratives of successful, complex or unusual cases for use in funding and accountabilities.
- Keep clear and accurate records and statistics of client interaction. Complete statistics information sheets for each contact and identify as much information as possible. Upload to Statistics in computer monthly.

- Assist every client to complete user survey sheets at each visit. Ensure they are filed monthly.
- Carry out administration duties as requested by Service Coordinator and Committee members as appropriate to your agreed level of knowledge and proficiency.
- Complete weekly time sheets daily and accurately.
- **Keep yourself, other staff and visitors to the office safe and by following all health and safety guidelines. Seek help from others in possible high-risk situations. Record incidents and report to Manager.**
- Monitoring housing demand and supply in the Manawatū.
- Assist in facilitation and meeting notes of Housing Needs Monitoring Group.
- Be proficient in the use of all computer programmes used at the Centre including Social Media and teaching computers.
- Support manager with administration duties as requested when trained to a proficient level

## **PERSONAL SKILLS**

- a) Be able to deal competently with the public while 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) Provide an empathetic approach and supportive environment to Centre users.
- h) Be respectful, punctual and reliable.

