



Our Vision: People who experience mental illness living well.

Our Mission: Comcare will contribute positively to the recovery of people who experience mental illness through the provision of quality community services and social housing and support the mental health sector development.

Job Description

Title: Tenancy Manager

Location: 334 Lincoln Road, Christchurch

Reports to: Community Housing Manager

Supervises: Nil

Main Purpose of Position: The Tenancy Manager is responsible for managing a portfolio of Comcare tenancies that may include Housing First leased properties, temporary tenancies owned or leased by Comcare, and long-term tenancies. The Tenancy Manager has the core relationship with the tenant and manages all tenancy management responsibilities while having a social focus of sustaining tenancies and ensuring tenant wellbeing.

Other responsibilities: To work collaboratively with other Comcare staff to ensure all tenant needs are met

Functional Relationships:

| Internal | External |
|-------------------------|-----------------------------------------------------------------|
| Comcare Housing tenants | Clinical Mental Health Services and Staff/General Practitioners |
| Comcare Staff | Community and related NGO services |
| | Local and Central Government Agencies |
| | MH Sector Consumer and Advocacy services |
| | Family / Whānau |

Authorities: As per delegations policy



| Key Responsibilities | Required Outcomes/Results |
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| Provide effective tenancy management | <ul style="list-style-type: none"> • Contribute to building a culture of best practice tenancy management and continuous quality improvement • Accountable for all aspects of the relationship with our tenants including letting and vacation of tenancies, rent collection, property inspections, maintenance, and issue management. • All tenancies will have inspections scheduled every three months or as required to meet legislative requirements. • Responsible for building trusting relationships with tenants, as well as, with internal and external stakeholders. • Represents Comcare Trust in a professional manner including attendance at tribunal hearings as required. • Focus on problem solving and decision making to ensure tenancies remain sustainable. • Ensure all interactions are compliant with the Residential Tenancies Act and all other relevant legislation. |
| Relationship development and management | <ul style="list-style-type: none"> • Maintain professional relationships with internal and external stakeholders who provide supports for tenants. • Develop key relationships in the community including government, social and welfare services, and other NGO's. • Ensure ongoing engagement of tenants. • Liaise with Comcare's support teams to connect appropriate support services to tenants if required. • Regularly communicates with the Community Housing team and provides updates on any issues. |
| Recording and documentation | <ul style="list-style-type: none"> • Ensure accuracy in recording and maintaining all tenancy records in a timely manner • All client processes are accurately documented in accordance with organisational policy and standards • All statistical information is recorded to meet contractual reporting requirements. |
| Additional requirements | <ul style="list-style-type: none"> • Provide cover when other staff are on leave |
| Professional Development | <ul style="list-style-type: none"> • Actively participates in professional development to meet identified learning needs that promote and support excellent performance in this position |
| <p>Comcare Trust recognises that over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems; operate quicker and more efficiently at the job they hold. This will free up time that could be used to develop and enhance the skills knowledge and abilities of the employee. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee, will from time to time, be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities. These extra duties will be discussed between the employee and their immediate manager, and the decision for their allocation will be reached jointly.</p> | |



Person Specification

| Feature Sought: | Essential: | Desirable: |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications | | <ul style="list-style-type: none"> • A tertiary qualification in property or social services would be an advantage • Mental health qualification - minimum Level 4 |
| Experience | <ul style="list-style-type: none"> • Knowledge of legislation applicable to this role e.g. The Residential Tenancies Act, The Privacy Act and Mental Health Act. • Experience in tenancy management or extensive knowledge of tenancy law and processes. • Ability to work with different cultures and communities with an awareness of individual specific needs. • Has an understanding of social housing and the requirements of an organisation as an approved Community Housing Provider. | <ul style="list-style-type: none"> • Experience in managing a portfolio of tenancies in the community • Experience of working in an NGO or social service organisation • Experience of working in the Mental Health sector • Experience with using Chintaro |
| Manual Skills & Abilities | <ul style="list-style-type: none"> • Full Drivers Licence or legally licenced to drive in New Zealand. • Intermediate level of computer literacy in multimedia systems and data bases. • Excellent listening, verbal, and written communication skills. • Self-managing and is able to work in a mobile environment and is very organised in their approach. • Ability to problem solve and be solution focussed but knows when to escalate issues • High level of attention to detail. • Has the ability to apply policy, processes, and tools. | <ul style="list-style-type: none"> • Creative thinker |
| Social/Interpersonal Skills | <ul style="list-style-type: none"> • Proven capability to liaise effectively within a team environment and demonstrate competence in effective engagement with a range of stakeholders and communities of interest. • Work effectively with individuals who may have challenging behaviours and complex needs. • Excellent oral and written communication skills. | <ul style="list-style-type: none"> • Evidence of good interpersonal working relationships across clients, colleagues' other organisations. |



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| | <ul style="list-style-type: none">• Confidence to deliver clear messages and in taking legal action where necessary. | |
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Date: October 2020

Signed by:

Date:

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| Employee: | | |
| Employer: | | |