

# Wellington Women's House

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THE  
WELLINGTON  
WOMEN'S  
HOUSE

TE WHARE AWHI WĀHINE  
O WHANGANUI-Ā-TARA

33 Brougham St  
Mt Victoria, Wellington  
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## Job Description

- Position:** Manager
- Location:** Mount Victoria, Wellington
- Term:** Permanent
- Hours:** Part time - 24 hours (some flexibility as to when hours to be worked)

## Purpose of the Role

To contribute to delivering the purpose of Wellington Women's House (WWH or the House) by running the House (under supervision from and with the support of the Management Committee). The Manager shall have day-to-day responsibility for ensuring the smooth operations of the House and, as manager of all other staff to ensure the House is providing a safe and supportive environment for the residents.

## About WWH

The Wellington Women's House provides low-cost, transitional and temporary housing for women on low incomes. For almost thirty years, it has been home to women who need a safe place to stay, often at a difficult time in their lives. Our vision is that every woman in Wellington has a safe and comfortable home that enables her to meet her needs. Wellington Women's House is a non-religious, women-centred organisation and is open to women of all backgrounds.

The property is owned by Kainga Ora and has capacity for up to 16 residents at any one time. The funding for our staff comes from rents, grants and donations and the running of the House is overseen by a volunteer Management Committee.

## Key Tasks & Responsibilities

The Manager is employed by, and accountable to, the Management Committee, which delegates the overall responsibility for the smooth running of the House, to the Manager. In particular the Manager, takes overall responsibility for the provision of a safe, clean, supportive and culturally responsive environment for the residents, management of staff, upkeep of the House (including overseeing the cleaning, ongoing maintenance, maintaining the budget and occupancy rates), and build relationships with stakeholders, others in the sector and community to raise the profile of the House and work towards our vision for every woman-identified individual in Wellington having a home. The overarching purpose of this role is to deliver on the kaupapa of the House and so all tasks and responsibilities must contribute to, and prioritise, that kaupapa.

A member of the Management Committee is designated to be the Manager Link person to whom the Manager takes any initial concerns and issues. All house staff report to the Manager.

## Key responsibilities

### To the Residents

1. To oversee the smooth running of the House through
  - a. Provision of a safe, clean, supportive and culturally responsive environment for residents.
  - b. Ensuring the safety of the residents and security of the House
  - c. Keeping residents informed of any changes made to house rules and expectations
  - d. Acting within the law, and acting within the terms of the Residential Tenancies Amendment Act 2010 and any subsequent amendments

### To the Staff

1. To manage and lead all staff in the House in achieving the responsibilities of their role through:
  - a. Providing a safe, healthy, supportive and culturally responsive work environment;
  - b. Encouraging a collaborative team environment, where staff work together and are empowered to deliver on the Kaupapa of the House;
  - a. Provide advice and mentoring to staff and act as an escalation point on any day to day issues.
  - b. Lead a health and safety culture that focuses on minimising all risks in the workplace and ensures reporting of all incidents and near misses.

### To the Management Committee

- c. To assist the Management Committee to meet its responsibilities to Kainga Ora (the landlord) and to stakeholders generally.
- d. To take the lead in policy review, development, implementation and compliance.
- e. To manage the House within set budgets.
- f. To maintain accurate records on Salesforce, analyse and provide statistical analysis and reports as required (and in accordance with the Privacy Act 2020).
- g. To liaise with the Management Committee through the nominated Link Person as necessary, including for information, advice and/or assistance and/or to escalate matters.
- h. To contact the Manager Link Person immediately in the case of a serious incident or violence, verbal abuse and/or disruptive behaviour within the House
- i. To inform the Manager Link Person/Management Committee if need for eviction arises and instigate procedures as appropriate.
- j. Lead a health and safety culture that focuses on minimising all risks in the workplace and ensures reporting of all incidents and near misses.

## To the Community

- a. Build and maintain strong relationships with the House's stakeholders, including Kāinga Ora, HUD, MSD, Wellington City Council and other community housing providers and referrers.
- b. Proactively identify opportunities to raise community awareness of the House and its vision.
- c. Working with the Management Committee, prepare and implement a stakeholder, media and comms strategy to raise awareness of House, our vision and sector issues.
- d. Endeavour to maintain maximum occupancy of the House.
- e. Maintain good relationships with immediate neighbours.
- f. Lead and support the Committee and Contract and Support Manager to secure appropriate grants and help to facilitate funding applications.

## Key Tasks

### 1. Internal

#### a. Financial

- i. To keep within the Management Committee-set budget for running the House.
- ii. Lead and support the Contract and Support Manager to:
  - provide monthly statements of income and expenditure with supporting documentation to the Management Committee;
  - maintain the approved accounting package with accurate and up-to-date information on House income and expenditure;
  - pay invoices, GST and other accounts due; and
  - coordinate accounts receivable and collect/record the rent and bond payments of residents.
- iii. To budget for and purchase House items valued at less than \$500. (Where the value is between \$500 and \$1000, it may be approved by the Treasurer and the Link Person, and anything that exceeds \$1,000 must be approved by the Committee, preferably at a monthly meeting or by email if necessary.)
- iv. To maintain good oversight of funding and grants received so that spending of the monies is done effectively and in a timely manner and according to budget and accountabilities as per the funders' request. In particular, maintain a good working relationship with HUD and MSD to ensure we are delivering on our contractual obligations.

#### b. Operational (including leadership of team)

- i. To manage staff and volunteers involved in the running of the House, with oversight from the Management Committee via the Manager Link Person where appropriate.
- ii. Lead the recruitment of new staff including interviewing, revising Job Descriptions, reference checks and Police Vetting, onboarding and in-house training.
- iii. Provide regular feedback to all staff and conduct formal performance review of staff members at least annually

- iv. To track, anticipate and respond to any emerging issue that pose potential risk and inform Management Committee accordingly.
- v. Lead the drafting of House policies and procedures (delegating where appropriate).
- vi. Co-ordinate and collect data and up to date information on trends (and ensure planning and decision making is evidence-based).
- vii. Prepare monthly reports for and attend monthly Management Committee meetings, including the Annual General Meeting and Strategic Planning.
- viii. Inform the Management Committee of any hours or days leave as taken by the Manager (in advance or at the earliest opportunity) to ensure staff cover.

### **c. Physical (upkeep/maintenance)**

- i. In conjunction with staff and delegating where appropriate, monitor standards of hygiene and safety and establish appropriate guidelines to ensure healthy and harmonious living conditions in the House.
- ii. Care for and maintain the furniture, soft furnishings, appliances and fittings of the House and to advise the Committee when up-grades are required.
- iii. Inform the Management Committee when major maintenance to or upgrade of both the interior and exterior of the house is required.
- iv. Oversee maintenance and repairs and work closely with the staff and contractors ensure repairs are carried out in a timely manner.
- v. Ensure that risk of fire is avoided and that fire evacuation procedures are established and practised (including liaising with external fire safety organisation to run fire evacuation procedures twice per year and liaising regularly with visiting service technicians to ensure fire safety equipment is current and that the building complies with its current warrant of fitness).
- vi. Have a working knowledge to ensure compliance with the Building Code as it applies to the House.

## **2. External**

- a. Build trust and relationships with key stakeholders to support decision-making, sustain improvement and change.
- b. All tasks as necessary to implement the stakeholder, media and comms plan for the House.
- c. Attend or run events and workshops to raise community awareness of the House.
- d.** Act as a spokesperson for the House when required.
- e. Represent the house at meetings and functions.
- f. Respond to non-Committee correspondence promptly and to forward Management Committee correspondence directly to the relevant Committee member.
- g. Ensure statutory and lease requirements relating to the operations of the House are met.

### **3. Professional Development**

To work towards continuous improvement including:

- a. If applicable, attending external professional supervision or coaching as agreed and funded by the Management Committee
- b. To engage in professional development activities to ensure key skills, knowledge and any relevant registration is up to date.
- c. To train in First Aid and maintain a current certificate.
- d. To take part in performance reviews as required by the Management Committee, to occur on an annual basis at a minimum.
- e. To take up training and development opportunities as required by the Management Committee.
- f. To put forward training and development opportunities considered relevant and valuable to the position.

### **4. General**

- a. To be aware of and comply with all relevant policies and procedures of the House.
- b. To act within the law, and within the terms of the Residential Tenancies Amendment Act 2010 and any subsequent amendments
- c. Any other occasional duties as required by the Management Committee.
- d. Cooperate and collaborate with other staff and the Management Committee to achieve the mission of the House.