

# 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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house@wwbh.org.nz  
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## Job Description

- Position:** Coordinator
- Location:** Mount Victoria, Wellington
- Term:** Permanent
- Hours:** Part time – 32 hours

### Purpose of the Role

To contribute to delivering the Wellington Women's House (the House) purpose by supporting our Social Worker in working alongside our residents, maintaining and developing community relationships and planning and organising events and opportunities for the women. Management of social media and online channels will also be a large component of this role, as well as providing administrative and database assistance to ensure the smooth operations of the House. All roles in our team need to have a passion and drive to work with women to secure better housing and wellbeing.

### 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

### Resident support

1. Work in conjunction with the Social Worker to support the residents and outreach clients with their plans for transitioning to permanent accommodation (and any associated measures in their plans, such as training, education or employment).

2. Plan and organise workshops and events for residents and outreach clients by connecting with other relevant organisations in the community. Tailor workshops to clients' needs and within budget.
3. Network and build relationships with relevant organisations to secure increased support and new opportunities for the residents and outreach clients. This may also include promoting community awareness of the house in general.
4. Provide additional 1:1 support for individual residents and outreach clients in conjunction with the Social Worker as required.
5. Provide support to residents on a daily basis (ie showing potential residents around the House and participating in assessments, welcome and introduce new residents, advising residents of their rights and responsibilities).
6. Establish supportive relationships with residents and deal with problematic and difficult situations in an appropriate and sensitive manner.
7. Keep and maintain securely accurate and confidential House and resident records, including in database (Salesforce).
8. Contribute to creating a positive, safe, clean, supportive and culturally responsive environment for residents.
9. Maintain appropriate boundaries in relationships with residents and maintain respect for their privacy and confidentiality.

## Communications and Engagement

1. Manage and grow all social media channels including Instagram, Facebook, and the website
2. Create marketing materials to communicate with our followers, donors and partners, including a quarterly newsletter, fundraising promotions and other communications.
3. Maintain existing partnerships with other community organisations in order to support the residents and look for opportunities for new community connections and partnerships.
4. Work to advocate for the Kaupapa of the House, including attendance at relevant community events, submissions to local and national Government, and other forms of advocacy as required.

## Administration

1. Take responsibility for administration within Salesforce (our CRM), including data input where required.
2. Maintain Asset List.
3. Keep accurate records in a logical manner for internal/external audit and legal purposes.
4. Provide any other administration assistance to Manager, Social Worker and Management Committee to ensure smooth running of the House (which may include financial administration, grants application and reporting requirements).

## General

1. To be aware of and comply with all relevant policies and procedures of the Wellington Women's House.
2. To act within the law, and within the terms of the Residential Tenancies Amendment Act 2010 and any subsequent amendments

3. To be aware and comply with any applicable Health and Safety legislation or regulations in place from time to time.
4. Any other occasional duties as required by the Manager or the Management Committee.
5. Cooperate and collaborate with other staff and the Management Committee to achieve the mission of the House.

**\*Potential for additional hours**

If the successful candidate has bookkeeping/financial administration assistance, there is a possibility of additional hours as we are currently also seeking support in this area (please signal in your application if this is of interest and outline your relevant experience in working with Xero or equivalent financial systems).

*Note that we are required to undertake police vetting of all staff based in the House.*

## Candidate Specification

	<b>Essential</b>	<b>Desirable</b>
Experience, knowledge and expertise	<ul style="list-style-type: none"> <li>- Social media expertise, including knowledge of Facebook, Instagram and Twitter.</li> <li>- Passion and knowledge of women’s issues, especially around homelessness and an ability to relate to women from all backgrounds.</li> <li>- Willingness to participate in external supervision and training opportunities</li> <li>- Computer literate, including skills in Microsoft Office and GSuite</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- Experience running an organization’s social media pages is desirable.</li> <li>- Experience with grant applications and other financial administration is desirable but not essential(training in Xero will be provided to the right candidate)</li> <li>- Knowledge and understanding of homelessness, or a willingness to learn.</li> <li>- Knowledge of CRM platforms, particularly Salesforce (full training will be provided to the right candidate)</li> </ul>
Person specification	<ul style="list-style-type: none"> <li>- Strong, confident communication skills including in writing, verbally and over the phone</li> <li>- Ability to relate to a wide range of people, and display empathy and understanding non judgmental</li> <li>- Well organized and able to balance multiple priorities</li> <li>- A strong sense of social justice and desire to learn</li> <li>- Common sense, and can think on your feet</li> <li>- Ability to network and make connections with others, and use initiative to seek opportunities for women living in the house</li> <li>- Willingness to work in a small team, and an office based in the House itself.</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of tikanga Māori and principles of Te Tiriti o Waitangi desirable.</li> </ul>

Area of Responsibility	Outcomes and Expectations
Maintaining existing community connections and developing new partnerships	<ul style="list-style-type: none"> <li>- Actively seek opportunities for connections, and network with a diverse range of organisations and individuals</li> <li>- Utilise our social media platforms to increase our public awareness, and work to turn digital connections into partnerships</li> <li>- Ongoing, active communication with our community connections, including meetings and involvement with events</li> <li>- Work with the team to ensure the WWH message and ethos is advocated for at a regional and national level in order to increase opportunities for our women.</li> </ul>
Office coordination	<ul style="list-style-type: none"> <li>- Organising donations of clothing, food and toiletries when dropped off</li> <li>- Working with the Manager and Social worker to ensure the office runs smoothly</li> <li>- Progress the Strategic Plan and ensure policies are being adhered to</li> <li>- Any ad hoc office tasks as and when required</li> </ul>
Training and Development	<ul style="list-style-type: none"> <li>- Attend monthly external supervision</li> <li>- Participate in workshops and ongoing training opportunities as agreed upon with the in consultation with the manager</li> </ul>

**\*Desired but not essential**

Financial management Financial literacy Attention to detail Well organised	<ul style="list-style-type: none"> <li>- Keeping track of upcoming grants and funding opportunities, and accountability reports</li> <li>- budgets</li> <li>- Managing Xero, accounts payable and receivable, and processing payments</li> <li>- Completing monthly Treasurer's Report for the board</li> <li>- Managing grant spending and producing Tracking Reports in Xero</li> </ul>
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