

Job Description

Position: Policy & Practice Manager (Homelessness)

Location: Nationwide

Reports to: Manager Engagement and Support

Salary: Based on experience

Term & Hours: Full time

Number of direct reports: None

About CHA

Community Housing Aotearoa (CHA) is a peak body for New Zealand's community housing sector. It advocates on the sector's behalf to Government and others. It builds the reputation of the sector by showcasing its achievements and reinforcing its business and community models.

Our success as a peak body for community housing will result in the following outcomes:

- A responsive housing system
- Increased supply of adequate homes
- Quality providers delivering better resident and community outcomes
- CHA is effective, representative and sustainable

The CHA Vision is to see all New Zealanders well-housed, delivered in part by a community housing sector that gives New Zealanders a broader choice of good quality, affordable and secure housing options.

CHA Mission: Supporting the growth and development of community housing by providing sector leadership and building capacity.

CHA is a member driven organisation and is governed by an elected Council representing our member providers. CHA currently has over 110 member organisations including Iwi/ Māori and Pacifica organisations.

CHA works collaboratively with Te Matapihi he Tirohanga mō te Iwi Trust (Te Matapihi) the peak body for Māori housing providers.

Homelessness Sector Services

CHA and Te Matapihi are working together to provide services that support the homelessness sector to improve the wellbeing and housing outcomes of individuals and whānau who are at risk of, or experiencing homelessness through prevention, supply, support and system change.

The Policy & Practice Manager will work within CHA and in collaboration with Te Matapihi to support member organisations, Māori and non-Māori. The role has a strong focus on working with the sector to improve housing and support outcomes for Māori.

Purpose of the Role: Policy & Practice Manager (Homelessness)

The Policy & Practice Manager will work to provide support to the sector with a particular focus on organisations working with homelessness to ensure all New Zealanders are well-housed. The Manager will work with the sector to provide tools and resources that enable the sector to grow and develop. Supporting the sector to build effective practice and quality frameworks will be an important part of the

role. A key focus will be supporting the implementation of practice that is responsive to the needs of Māori people and whānau, as they comprise a disproportionate number of people affected by homelessness.

Key Tasks & Responsibilities

The Policy & Practice Manager will work with sector organisations to:

- identify and understand effective practice, principles and approaches to assisting people and whānau to access permanent housing and live well in communities.
- Increase effectiveness in providing appropriate housing and support for Māori
- Promote collaboration to ensure our housing and support services are adapting, connected, and effective for people and whānau
- Develop toolkits, guidelines and resources to facilitate access to information and consistent quality practice;
- Provide information and advice on evidence-based approaches that yield quality housing and service outcomes;
- Build the capacity of the sector by information exchange, sharing good practice and developing learning opportunities
- Share learning and knowledge from local and international settings
- Provide opportunities to celebrate our progress in ending homelessness

Communication and Engagement

The Policy & Practice Manager will be responsible for:

- Engaging effectively with providers and stakeholders as required;
- Providing effective and timely communication with providers and stakeholders as required;
- Providing information and updates for communication avenues such as website, newsletter etc.

Operational Activities

The Policy & Practice Manager will be responsible for:

- Contributing to the effective and efficient running of organisational systems and processes;
- Ensuring that they adhere to CHA's health and safety policy. This includes practising safe work methods, proper use of equipment and the elimination of workplace hazards.

Performance measurement

Performance will be regularly assessed and measured against the strategic responsibility of "Quality Providers delivering better resident and community outcomes", with respect to specific agreed key performance indicators, namely:

1. Delivery of key homeless support services
2. Maintaining a broad and deep understanding of the key issues influencing the community housing sector and homeless service providers
3. Ability to translate complex sector material into capacity building content that will resonate with multiple audiences
4. Ability to manage and prioritise multiple projects with generally tight deadlines.
5. Creativity – the ability to support providers in new and compelling ways

The weighting of these measures will be agreed on with the appointee early in his/her tenure.

Key Relationships and Nature of Interaction

	Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
CHA Council				✓		
CHA member and wider sector organisations	✓	✓	✓	✓		
Te Matapihi - He Tirohanga Mo Te Iwi Trust	✓	✓		✓		
Other housing and related community organisations	✓	✓		✓		
Members of parliament				✓		
Government agencies	✓	✓	✓	✓		
Media				✓		
Local and regional government		✓	✓	✓		
CHA staff	✓	✓	✓	✓		

Person Specification

Community Housing Aotearoa – Policy & Practice Manager	Essential	Desirable
Experience		
Experience working in a housing, homelessness or related service	X	
Working in/with bi-cultural frameworks, Te Ao Maori and Iwi/Maori organisations	X	
Writing policy, practice guidelines, principle frameworks and other documents	X	
Facilitating partnerships and delivering outcomes through collaboration with multiple partners and stakeholders	X	
Supporting the development and implementation of practice or quality frameworks		X
Knowledge and Understanding		
Understanding and knowledge of the Treaty of Waitangi and its implications for the housing sector	X	
Knowledge and understanding of the social housing sector and its challenges		X
Understanding of a systems approach to ensuring all New Zealanders are well housed.		X
Skills		
Ability to build effective, sustainable and productive relationships.	X	
Excellent written and verbal communication and presentation skills for a range of audiences	X	
Excellent organisational skills - ability to plan and prioritise work to meet agreed deadlines	X	
Computer literate including good working knowledge of Microsoft Office (Word, Excel, PowerPoint) and cloud-based computing.	X	
Creative and effective problem solver	X	

Strong strategic thinking and analytical ability	X	
Personal Attributes		
Highly motivated and enthusiastic approach to work.	X	
Ability to be flexible and respond to unexpected priorities	X	
Commitment to work with diverse communities	X	
Understanding of an commitment to the values and objectives of CHA	X	
Ability to work and deliver outcomes with minimal supervision	X	
Values collaboration and shared leadership	X	
Education/Training		
Degree level qualification in relevant field or equivalent on the job or lived experience		X