

Whakaaturanga Mahi – Job description

Job details	
Job title:	Housing Advisor
Reports to:	Service Manager, Housing
Direct reports:	nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Service Manager, Housing Clinical Service Advisors General Manager, Operations Housing Customer Services Team Finance Team
<i>External:</i>	Housing assessors Building contractors Building consultants Territorial authorities (building consent authorities) Private and public property owners ACC staff Customers and whānau
Location:	Palmerston North, Christchurch or Hamilton

Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand Limited, we care about making a difference to disabled people and working together as a team.



He aha te mahi – Role purpose

To assist with the provision of an efficient and effective service administered by Enable New Zealand Limited for Whaikaha and ACC as follows:

- Providing a consultancy service to key personnel on building issues associated with housing modifications funded by Whaikaha and ACC.
- Provide building-related advice to housing assessors, consultants and contractors formally and informally.
- Oversee the processes for the contracting of building consultants and building contractors.
- Monitor the quality, timeframes and performance of the building consultants and building contractors.
- Provide oversight guidance and building advice to the Housing service unit and Clinical Advisory teams as required.
- Prepare design briefs for consultants to develop building options and drawings, and for contractors to carry out building work.
- Source suitable building products for inclusion in the Whaikaha and ACC funded housing modifications.
- Follow-up and resolve cases relating to housing modifications where there are issues in dispute.
- Undertake audits of completed housing modifications.
- Source new housing contractors or consultants as identified.
- Monitor and review housing related systems, discuss improvements/enhancements with the Service Manager, Clinical Advisory Services.
- Participate in education and training opportunities associated with Enable New Zealand.
- Establish ongoing relationships with territorial authorities to foster awareness of the New Zealand Disability Strategy and Enable New Zealand, Whaikaha and ACC housing modification processes.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
Planning and Control Accountabilities	<ul style="list-style-type: none"> • Planning workloads to achieve goals and objectives. • Identifying training which will improve the ability of the Processing and Clinical Advisory team to meet their goals. • Participating in programmes to improve procedures, processes and efficiencies throughout Enable New Zealand. • Develop clear accurate design briefs for consultants and contractors. • Monitor the performance, timeframes and quality of work of the consultants and contractors.
Customer Accountabilities	<ul style="list-style-type: none"> • Providing a professional, high-quality service to internal and external customers. • Working closely with the Processing team members to provide a timely, efficient and effective service to clients.

Key objectives	Responsibilities
Corporate Accountabilities	<ul style="list-style-type: none"> Contribute to the development and implementation of the Enable New Zealand Annual Plan and policies.
Professional Development	<ul style="list-style-type: none"> Attend courses which relate to the management of an efficient Processing and Professional Advice which will enhance the skill base of Enable New Zealand.
Health, Safety, and Wellbeing <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> Is familiar with all policies and procedures as they affect the work environment. Ensure that safe working procedures are practised, and no person is endangered through action or inaction. Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
Te Tiriti o Waitangi – Treaty of Waitangi and Equity	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi – Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Skills & Attributes:

- Knowledge of housing modifications for disabled people.
- Qualification and experience in residential housing modifications (not essential but preferable).
- Knowledge of building, plumbing, drainage and electrical requirements.
- Knowledge of the Building Act, Building Code and Building Consent requirements.
- Experience with contractors, consultants, territorial authorities and material suppliers involved in the provision of housing modifications.
- Awareness of disability and disability community.
- A high level of computer literacy and skills including Microsoft Office products, i.e. Teams, Word, Excel and Outlook.
- Excellent people skills.
- Good written and oral communication and inter-personal skills.

- Experience in project management (not essential but preferable).
- A clean current driver's license.
- Ability to work in a team environment.
- Ability to problem solve.
- Ability to mediate and/or negotiate to achieve acceptable outcomes to stakeholders.
- Ability to plan and organise.
- High level of professionalism.
- Self-motivation and excellent time management.
- Cultural awareness.
- Available to travel away from home from time to time.
- Knowledge of building costs as they relate to housing modifications.

Physical Attributes:

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.