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| Ministry of Social Development logo |
| Position: | Housing Broker |
| Children’s Worker: | No  |
| Location: | Service Centres (MSD regional role) |
| Business Unit | Client Service Delivery |
| Group: | Service Delivery |
| Reporting to: | Housing Manager |
| Issue date: | October 2019 |
| Delegated authority: | Nil  |
| Staff responsibility: | Nil |
| Our Purpose |
| **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our Commitment to Māori |
| As a **Te Tiriti o Waitangi partner** to we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| The outcomes we want to achieve |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |
| We carry out a broad range of responsibilities and functions including |
| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| Our strategic direction |
| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |
| Figure 1 Te Pae Tawhiti |
| He Whakataukī\* |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| \*We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī |

#### Position description approved by:

Deputy Chief Executive, Service Delivery

Date: ……/……/……

## Group Purpose

## The Service Delivery group is responsible for achieving outcomes for clients through the provision of entitlements and services, designing and developing services, optimising channels, delivery of programmes, developing the regions and managing service integrity.

## Group Functions

Service Delivery provides a range of services and functions across income support, employment, housing, seniors, students, disability and communicating sectors. Key functions of this Group include:

* **Provision of Entitlement and Services** such as income support, superannuation, student loads and services as defined by relevant legislation.
* **Client Service Experience (Mana Manaaki)** so that they can access appropriate entitlements and services efficiently.
* **Service Design, Development and Delivery** the design, development and delivery of services that implement the Government’s policies, meets clients’ needs and are efficient in delivery.
* **Delivery and Channel Management** optimisation of the extensive service delivery network including national wide service centres, contact and processing centres and on-line channels.
* **Programme Delivery and Partnerships (Kotahitanga)** of a wide range of programmes itself (many in co-operation with the Maori, Partnerships and Community Group) and with partners. This includes the integration into the service delivery channels and networks.
* **Regional and Economic Development (Kia takatū tatou)** the development of integration of services and programmes to meet specific regional needs and development of regional partners.
* **Service Integrity Management** ensuring the overall integrity of services provided to clients, which includes ensuring clients achieve full and correct entitlement, minimisation of debt and investigation and resolution of suspected fraud.

## Position Purpose

The Housing Broker increases the connections between private landlords, property managers and the wider private rental market. By working alongside regional housing staff, the Housing Broker will support connecting clients with suitable and sustainable private rental options.

## Working Relationships

**Internal:**

* Regional Director/Commissioner
* Housing Manager/Advisor
* Service Centre Managers
* Integrated Services Case Managers
* Emergency Housing Case Managers
* Case Manager Housing
* Support Staff

**External:**

* Private Landlords
* Property Managers
* Community-based Organisations
* Community Housing Providers
* Non-Government Organisations
* Ready to Rent Providers
* Relevant industry partners, groups and agencies

## Key Accountabilities

**Housing Market Intelligence**

* Identify and develop private rental market opportunities for clients on the public housing register by developing an understanding of the current and future supply and demand environment of local housing markets i.e.,
* Where both existing and potential growth exists
* What skills are needed by tenants and when they are required
* What issues landlords are facing in terms of expansion of business
* Understand client needs i.e.,
* Work with housing team to understand client readiness and housing needs
* Work with housing team to understand how client capabilities and readiness to sustain housing can be enhanced i.e. Ready to Rent, financial support etc.
* Establish relationships with external agencies and services that can support the client sustain long term housing i.e.
* Private landlords, property managers and real estate agents and how their properties can be matched to suitable clients
* Single point of contact for landlords, property managers and real estate agents with properties for rent.
* Healthy home providers or agencies who can support existing or new landlords meet their RTA obligations
* Socially minded Developers who would be willing to consider affordable development
* Keep linked in with MSD leads who are active in other housing projects such as Papakianga, Place Based initiatives and community housing developments that will assist clients obtain sustainable accommodation
* Establish links to key stakeholders in the community i.e.
* Economic Development Agencies
* Territorial Authorities
* MBIE
* Property Developers association
* Share information about private rental and regional housing market with frontline staff.

**Sales and Marketing**

* Develop and implement a regional Housing Broker plan i.e.
* Targeting Housing Broker activities to where greatest opportunities exist
* Promoting the Housing Broker service with landlords, property managers and community-based organisations
* Developing and maintaining key regional housing sector relationships to ensure on-going business
* Market awareness of MSD products and the benefits of these for landlords in giving MSD clients housing opportunities
* Developing links between regional housing sector partners and supports available for clients and landlords
* NB: The plan should show a high degree of pro-activity built around linkages and establishing secure relationships.

**Knowledge**

* Maintain up to date knowledge of MSD’s products and services, local rental markets, contracted providers and wider social services to ensure they can provide all the assistance

**Interaction and Communication with Clients**

* Culturally competent, self-aware, socially conscious courteous and empathetic to build trust and rapport with clients.

**Relationship management and Partnership building**

* Post placement support services for private rental landlords and agencies i.e.
* Monitors clients/landlords support needs and provides links to organisations to meet these needs where required
* Evaluates success rates of referrals and placements with landlord’s continuation of tenancy
* Obtains repeat private rental opportunities
* Develop a reputation for quality work through connecting suitable clients with appropriate landlords.

**Record keeping and Client Privacy**

* Maintain complete, concise and up-to-date information to inform effective decision making that ensures a consistent client experience. Ensures client information is stored securely and client privacy is protected at all times.

**Service Centre Regional Support**

* Contribute knowledge to the wider team within the site i.e.
* Sharing of private rental housing market intelligence to assist MSD staff in their housing discussions with clients
* Promote the Housing Broker service to frontline staff
* Provide and assist in the development of reports that the site may be required to complete i.e. monthly, quarterly, ad hoc etc.

**Māori and Pacific responsiveness**

* Integrate Te Pae Tawhiti, Te Pae Tata and the Pacific Prosperity strategies into work programmes
* Champion a Te Ao Māori perspective by ensuring its inclusion in all design work

**Safe and Healthy**

* Understands and adhere to MSD health, safety and security (HSS) policies and procedures
* Understands relevant legislation in relation to housing quality and tenant and land lord rights and responsibilities
* Implements HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.

## Technical/Professional Knowledge and Experience

* A high level of technical and professional skills/knowledge in the private rental market and wider housing sector.
* Detailed knowledge and experience in providing a comprehensive range of housing broker, property management products and services.
* Up to date knowledge of regional and national private rental and housing market challenges and opportunities.
* Promotional/marketing skills and an understanding of key strategies and approaches.
* Proven record in establishing and maintaining relationships with internal and external stakeholders.
* Strong self-management skills.
* Detailed understanding of tenant and landlord rights and responsibilities
* Culturally competent.
* Existing relationships and networks within the private rental market and housing sector.

## Attributes/Success Factors

* Strong interpersonal skills.
* Highly effective communication skills
* Strong client focus
* Strong partnership builder and relationship management skills
* Business acumen uses all resources available in order to deliver successful outcomes
* Exercises strong accountability and takes ownership for quality of work
* Exercises sound judgement and political sensitivity
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected

## Other Requirements

* Willing to travel to fulfil job requirements