

Project coordinator

Position description

Title:	Project coordinator
Team:	National team
Reports to:	Operations and compliance manager
Location/s:	Nationwide
Effective date:	16/11/2021

LinkPeople

At LinkPeople, we believe that housing is a fundamental human right, not a reward. We recognise that housing instability and homelessness are highly complex issues that require a community-wide approach to support people to access and retain housing. LinkPeople connects people to housing and support, underpinned by the Housing First philosophy that a stable home is the foundation of wellbeing. Once housed, other issues that may affect people can be understood and addressed with a range of supports that are personalised, culturally appropriate and acknowledge the trauma that is often part of their lives. As choice is central to the Housing First approach, a key aspect of our service is to offer the people we work with choice about their goals and aspirations, and to support self-determination on their recovery journey. LinkPeople is a registered community housing provider.

Guiding philosophy

<i>Hutia te rito o te harakeke</i>	<i>If you strip away the heart of the flaxbush</i>
<i>Kei hea te Kōmako e kō?</i>	<i>Where will the Bellbird sing?</i>
<i>Kī mai ki ahau</i>	<i>If you were to ask me</i>
<i>He aha te mea nui o te ao?</i>	<i>What is the most important thing in this world?</i>
<i>Māku e kī atu</i>	<i>I will reply</i>
<i>He tangata, he tangata, he tangata!</i>	<i>It is people, it is people, it is people!</i>

If we lay this whakatauki alongside the cultural concepts contained within Tāiki (our kaupapa Māori framework) as a pathway for LinkPeople to follow, we will achieve our goal of working alongside our tenants and their whānau in an inclusive and appropriate way. From this pathway we will support whānau to meet their needs and their aspirations, thus enhancing and making society a safer, better place for all.

The Housing First philosophy promotes unconditional support to those who enter our services. This means we do whatever it takes and never give up on anyone no matter how challenging the work is. This supports and affirms the whakatauki and Ara Tikanga, the cultural concepts of:

- Rangatiratanga – supporting people’s self-determination and right to make choices
- Whakawhānaungatanga – allowing for people’s connections and sense of belonging
- Manaakitanga – enhancing a person’s self-worth through honouring and respecting them.

If we value all people and view them as the most important thing in the world, then our thinking and our actions must reflect this importance. This is best demonstrated through acting in ways that demonstrate rangatiratanga, whakawhānaungatanga and manaakitanga.

LinkPeople is part of The Wise Group, a family of community organisations sharing a common purpose – to create fresh possibilities and services for the wellbeing of people, organisations and communities. The Wise Group is a Peak Performing Organisation, which has a focus on enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose.

Role purpose

The purpose of the role is to coordinate the delivery of a range of projects across LinkPeople that meet our legislative, contractual and service obligations.

You will work to support the LinkPeople team nationally to champion internal projects and keep others moving towards project goals. You will also coordinate the development and delivery of processes and policy that help guide safe and effective practice across LinkPeople.

What you are responsible for

Project coordination

1. Supporting the Operations and Compliance Manager and Workforce Development Manager to initiate, develop, support and implement projects as needed, noting that these will change from time to time.
2. Ensuring projects are delivered on time, meet quality and budget expectations and successfully balance competing demands and expectations between scope, time, cost and quality.
3. Managing project delivery risks through using good project management practices.

4. Coordinating ongoing project-related activities and associated administration.
5. Contributing to other related projects as required in the Wise Group.

Process mapping and policy coordination

6. Writing and maintaining process documentation that meets all legal, contractual and service requirements and guides staff in their practice.
7. Coordinating input and feedback from subject matter experts and using this to synthesise new process/policy content or inform future changes.
8. Maintaining LinkPeople's process management database including coordinating a regular review cycle.
9. Supporting the delivery of policies to ensure safe and consistent practice across LinkPeople teams.
10. Keeping up to date with legislative, contractual or other changes that may inform future policy and process development.

Reporting

11. Providing monthly project reports and 90-day work plans to the Operations and Compliance Manager.
12. Delivering other reporting as required.

Working collaboratively

13. Working effectively with internal LinkPeople colleagues including project leads and project teams, regional managers, other senior leaders and the LinkPeople CE.
14. Understanding the wider environment in which the Wise Group operates and making linkages to other areas as appropriate, e.g. Wise Property Services and Wise Management Services (especially Finance, Communications, Quality and Contracts Teams).
15. Maintaining effective working relationships with LinkPeople stakeholders and partners inside and outside the Wise Group.

Key relationships you will need to maintain

Internal

- LinkPeople Chief Executive and senior leadership team
- Regional team leaders

- Business support staff
- Tenancy managers
- Housing case workers
- LinkPeople business and data analysts
- LinkPeople systems specialist
- Wise Management Services – finance, communications, contracts and quality teams
- Wise Property Solutions
- Other relevant people and teams across the Wise Group

External

- Ministry of Social Development
- Ministry of Housing and Urban Development
- Ministry of Health
- Other Community Housing Providers
- Other health providers

Your attributes

- **Doer**, you get things done
- **Tenacious**, you never give up
- **Real**, you are authentic, genuine and truthful
- **Humārie**, you are humble, kind, respectful, friendly and generous
- **Whakaaro whānui**, you are broad-thinking/flexible; think creatively to find solutions and can see others' viewpoints
- **Ngākau nui**, you are big hearted, caring and empathetic
- **Trustworthy**, you are principled, reliable, dependable, honest, ethical
- **Playful**, you are light touch, fun loving, spirited, energetic, humorous. You take your work seriously but not yourself

Requirements for the role

Essential

- Demonstrated experience coordinating projects

- Experience documenting business processes
- Strong communication skills, both written and oral
- Critical thinking and analytical skills
- Knowledge of, and demonstrable commitment to, the principles of the Te Tiriti o Waitangi
- Ability to quickly assimilate information from a variety of sources and use it to inform projects
- Excellent organisational skills
- Attention to detail
- Ability to build relationships quickly, collaborate with and influence people
- Ability to adapt quickly in a rapidly changing environment
- Full driver's licence and able to travel when required

Preferred

- Demonstrated successful experience in project management
- Ability to write well
- Experience working within the housing, mental health, addiction and/or public health sector
- A relevant tertiary qualification
- Ability to understand, interpret and apply relevant legislation

This job description is only a general summary of the functions of the job, not an exhaustive list of all job responsibilities, tasks or duties. It is a living document and may change as the organisation's or client support needs change. Individuals may be asked to undertake other tasks as reasonably required within their role.