

POSITION DESCRIPTION



CARETAKER

Location: Flemington / Brighton / Prahran

Reports to: Facilities Manager

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	The Caretaker is responsible for the upkeep of the residential assets within the Ground Lease Model (GLM) portfolio, including minor maintenance, gardening, and cleaning tasks, as well as regular site inspection duties and works as part of a larger facility management team. This may include supporting other programs as required.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	<p>This role oversees and maintains CHL's assets within the GLM program, ensuring timely maintenance and repair services to deliver safe and quality housing to our resident by:</p> <ol style="list-style-type: none"> 1. Performing general handyperson tasks such as minor repairs, painting, and general upkeep of the interior and exterior of the property. 2. Handling daily, minor cleaning tasks to ensure the residential area is kept neat and clean at all times. 3. Supporting in the implementation of a preventive maintenance program, including liaising with contractors and residents. 4. Undertaking regular visual inspections of the property and reporting on any issues. 5. Undertake administrative duties including, raising of work orders. 6. Assisting in the moving-in and moving-out process of residents when necessary. 7. Responding promptly to service requests from residents and resolve them in a timely manner. 8. Providing friendly and professional customer service to the residents. 9. Ensuring safe practise of all duties and responsibilities, adhering to CHL's health and safety policy. 10. Other related duties as required and directed.
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Experience in caretaking, janitorial, handyperson role or similar • Basic knowledge in IT systems such as property management software, email, and other office products • Solid planning, organisation and time management skills • Ability to undertake general administration related to the role • Good interpersonal and communication skills • Ability to work independently, multitask and prioritise • Green/White WHS construction induction card (or ability to obtain) • Commitment to the right of every person to good quality housing • Current Driver's Licence (mandatory) • Satisfactory Police, Working With Children and NDIS (or equivalent) checks
Key Capabilities:	<p>Embraces Diversity – Acknowledges and values diversity and respects difference in all its forms</p> <p>Project Management – Supports project planning and understands project goals, steps to be undertaken and expected outcomes</p> <p>Continuous Improvement – Look for and take advantage of opportunities to learn new skills in order to achieve work goals. Is adaptable in approach and willing to be flexible to accommodate the changing needs of the team and the environment</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions and goals</p> <p>Listens, Understands, Adapts – Listens carefully to others and ensures mutual understanding</p>

	<p>Professionalism & Accountability – Takes responsibility for and completes own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Probity – Adopts a principled approach, adhering to CHL’s policies and procedures</p>
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