

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

HOUSING CADET

Location: Kempsey

Reports to: Housing Services Coordinator

CHL Capability Band: #1

Primary Purpose:	The Housing Cadet is responsible for completing a Certificate IV in Social Housing as part of a 12-month cadetship program in partnership with CHIA NSW. The Housing Cadet will acquire knowledge, training and experience in property and tenancy management tasks under direct guidance and supervision by CHL staff.
Context:	At CHL we have a very strong commitment and vision relating to the way we are able to assist residents and the wider community in working together and helping each other to create and maintain a vibrant, dynamic, and inclusive communities in which we operate. For this reason, CHL has developed a cadetship role which supports opportunities and advancement in education, skills building and employment. All CHL staff are expected to assume a positive and balance 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:	Under direct guidance and supervision by CHL staff, the Housing Cadet will acquire knowledge, training, and experience in ~ <ul style="list-style-type: none"> • Responsive customer service • General tenancy administrative duties including scheduling inspections and correspondence with tenants • Property management tasks such as tenancy sign ups, inspections, and identifying repairs and ongoing maintenance of properties • Responding to property maintenance enquiries • Technological aspects of the role to maintain appropriate records in related systems • Applying relevant legislation, regulations and organisational policies and procedures • Assisting customers with advocacy and referral where appropriate and with guidance • Additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Ability to demonstrate knowledge and understanding of people experiencing social disadvantage and commitment to the right of every person to good quality housing • Current Driver's Licence (preferred but not essential) • Satisfactory Police, NDIS Worker Screening Check and Working With Children Checks
Key Capabilities:	<p>Client Focus – Supports clients to achieve their goals through the provision of quality service</p> <p>Embraces Diversity – Acknowledges and values diversity and respects difference in all its forms.</p> <p>Technology – Uses technology and software application effectively in accordance with task requirements</p> <p>Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p>Gathers Information – Knows where to find information and asks questions to ensure a better understanding of issues</p> <p>Self-Awareness – Seeks feedback from others, understands areas of strengths and weaknesses. Understands impact of self on others</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions</p> <p>Learns – Identifies learning opportunities. Displays a willingness to learn from feedback and experiences</p> <p>Listens, Understands, Adapts – Listens carefully to others and ensures mutual understanding</p> <p>Integrity— Observes CHL standards of behaviour and seeks assistance with ethical dilemmas.</p> <p>Autonomy— Demonstrates punctuality and meets agreed schedules and timelines under general guidance</p>