

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

HOUSING OPTIONS WORKER

Location: Kempsey

Reports to: Housing Options & Support Manager

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	Creating options for customers who are experiencing difficulties in securing appropriate housing, with a view to achieving housing stability, experiencing improved social inclusion, community connection and readiness to be equipped for participation in the wider community
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:	Assist customers to identify and achieve appropriate housing pathways by ~ <ol style="list-style-type: none"> 1. Creating Housing Plans for customers, linking with other community services as appropriate 2. Creating Tenancy Plans for identified customers who wish to exit social housing 3. Assisting those at immediate risk of homelessness and those applying for social housing 4. Assessing applications for priority social housing 5. Linking customers to affordable housing in private rental market 6. Determining eligibility and provide access to private rental products available 7. Linking customers to supported home ownership models where available 8. Working closely with the tenancy services and support coordination services teams, to ensure the full suite of CHL's services and external support partners are available to customers 9. Creating and maintaining a community agencies database 10. Providing additional appropriate support to wider CHL team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Minimum 2 years' experience in a similar role • Knowledge and understanding of the community and public housing sectors • Current Driver's Licence • Satisfactory Police and Working With Children's Checks
Key Capabilities:	<p>Client Focus – Demonstrated detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Embraces Diversity – acknowledges and values diversity and respects difference in all its forms</p> <p>Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p>Advocacy – Advocates for clients to advance their interests in line with CHL's objectives</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 and goals</p> <p>Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations</p> <p>Professionalism & Accountability – Takes responsibility 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>