

Position title:	Housing Assistant (Community Language)	Commitment requested:	Minimum 4 hours per week for at least 3 months
Report to:	HSP Team Leader	Location:	Coffs Harbour

About Settlement Services International (SSI)

Settlement Services International is a community-based, not-for-profit humanitarian organisation providing a range of services in the areas of refugee and migrant settlement, accommodation, asylum seeker assistance, multicultural foster care, disability support, employment services and youth support in NSW.

Our vision is to achieve a society that values the diversity of its people and actively provides support to ensure meaningful social and economic participation and to assist individuals and families reach their potential.

At SSI, we value:

- Social justice – Equity and access for all
- Diversity – Respecting diversity and being non-discriminatory
- Compassion – Caring, empathy and respect for the dignity of others
- Respect – Co-operation and mutual respect

In delivering our services, we value:

- Quality – Dynamic, flexible and responsive service
- Ethics – Professional practices and accountability
- Innovation – Commitment to partnerships and excellence

Purpose:

The Humanitarian Settlement Program (HSP) supports refugees from the moment they arrive at the airport. HSP provides on-arrival accommodation (OAA) for refugees on arrival in Australia, assistance to secure long-term accommodation (LTA), and Basic Household Goods (BHG) packages.

Housing Assistants work with the HSP team to support clients as they settle into their OAA, find, secure and settle into their LTA. Volunteers are engaged to guide and assist clients to feel comfortable in homes during an incredibly important phase of their settlement journey.

Specific duties and responsibilities:

- Provide language support to clients when talking to real estate agents
- Assist clients to explore real estate websites and search for long term accommodation
- Visit clients in their new homes and support familiarisation with their properties
- Support clients with understanding the process of reporting maintenance issues and ensuring BHG packages have been set up to a high standard
- Accompany clients to housing inspections with a primary focus on weekends
- Support clients to familiarise themselves with completing ingoing property condition report
- Explain to clients about utilities and how to check and pay their bills
- Support the housing team with administrative tasks as required
- Actively support SSI's vision and values
- Work in accordance with SSI policies and procedures
- Follow all reasonable directions provided by HSP Team Leader, or delegate

Position requirements:

Background checks	Working with Children Check <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> Reference Check <input checked="" type="checkbox"/> <i>(N.B. The police check will be paid for by SSI)</i>
Essential	<ul style="list-style-type: none"> • Proficiency in a community language: Arabic, Farsi, Karenni or Burmese • A current and valid driver's licence • Access to a motor vehicle that can be registered for work purposes • Knowledge of renting in NSW • Knowledge of Coffs Harbour • Beginner/Intermediate proficiency in Microsoft Office
Desirable	<ul style="list-style-type: none"> • Basic knowledge of the NSW Residential Tenancy Act and Residential Tenancy Agreements • Previous experience working with people from culturally and linguistically diverse (CALD) backgrounds

Benefits:

Reimbursement: Volunteers will have access to reimbursement for all preapproved expenses including reasonable travel expenses. Volunteers using their own vehicle will need to provide SSI with photocopies of their driver's licence, comprehensive car insurance and compulsory third party insurance.

Training: Volunteers will be provided with access to SSI's flexible, extensive and innovative training program.

Being a member of the SSI Community: Volunteers will be kept up-to-date with all of SSI's important news, events and opportunities.

Authorisation:

Volunteer name _____

Volunteer signature _____ Date _____

Volunteer program signature _____ Date _____