

Role Description

Role title	Housing Officer		
Directorate	Customer and Services		
Business Unit	Customer Operations		
Reports to	Team Leader, Operations Manager	Classification	ASO4

Role Summary

The Housing Officer is part of a team within a regional office and is responsible for tenancy management of public housing rental properties. The role of the Housing Officer is to provide customers with information, referral, advocacy, and tenancy management services. The Housing Officer is responsible for identifying and responding to the individual needs of a diverse customer base, including Aboriginal customers.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

Customers and Services works in partnership with the social housing sector to deliver statewide homelessness support and emergency accommodation services, access to private rental housing and tenancy and specialist services for public housing customers.

We are part of the broader housing and homelessness system, determined to drive outcomes that increase the independence of our customers and achieving their long-term housing aspirations.

Primary outcomes and responsibilities

Identify and respond to the needs of a diverse range of customers, including the cultural and specific needs of Aboriginal people and people with a disability.

Exercise understanding of social and housing issues, and inequalities experienced by Aboriginal people and people with a disability that impact on tenancy outcomes.

Allocate customers to properties and manage lease renewals.

Monitor compliance with Conditions of Tenancy and escalate for further action where required.

Undertake tenancy visits and property condition inspections.

Investigate and respond to reports of antisocial behaviour.

Review and verify customer accounts, follow up non-payment, and make account payment arrangements.

Manage end of tenancy processes.

Develop and maintain effective relationships with customers, internal and external stakeholders.

Consider the impact of individual social, medical, financial, and cultural circumstances on a customer's situation.

Identify and respond to risk and vulnerability and refer customers to relevant support services.

Participate in case conferences with support providers and provide housing options to tenants requiring exit planning.

Provide support to front counter staff for complex issues requiring detailed assistance.

Contribute to programs and/or activities that will result in team success and meet SA Housing Trust goals and objectives.

Maintain, accurate and relevant records in line with SA Housing Trust policies, standards, and guidelines.

Work within relevant legislation, policy and practice guidelines and procedures.

Participate in supervision, coaching and customer feedback performance review processes.

Contribute to service planning within the region.

Prepare responses for Ministerial and other correspondence.

Undertake internal reviews of decisions in line with the SA Housing Trust Appeals Policy.

Understand and follow safe work practices, identify, and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

Provide practical advice and personal support services to people affected by an emergency (SA Housing Trust is the lead agency responsible for the Emergency Relief Functional Support Group, in accordance with the State Emergency Management Plan).

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

Successful applicant will be required to satisfactorily complete a DHS Screening Unit Working with Children Check prior to being employed and every 5 years.

The successful applicant may be required to hold a current Australian issued Drivers Licence, which must be maintained.

Some out of hour's work may be required upon activation of the Emergency Relief Functional Support Group.

Appointment will be to a specific region within SA Housing Trust with possible movement to any other region depending on organisational needs. The incumbent may be assigned to any other area to perform work of a similar nature appropriate to the classification on a temporary or continuing basis.

The incumbent in the role is a Mandated Notifier of child abuse under the Children and Young People (Safety) Act 2017.

Working relationships

Team Leader, Operations Manager

Compliance Services

Other Regional Staff

Government and Non-Government agencies

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated ability to clarify situations, act impartially, influence and negotiate to effectively mediate conflict, diffuse challenging situations, and devise solutions.

Demonstrated experience in identifying and responding to risk and vulnerability through assessments, support, advocacy, and appropriate referrals.

Demonstrated understanding of the cultural requirements and specific housing issues that impact on tenancy outcomes for Aboriginal people and people with a disability.

Demonstrated ability to prioritise workload and manage competing demands to achieve performance measures.

Competence in efficiently using digital technology, including mobility devices, customer information systems and cloud-based software applications.

Qualifications

Essential or desirable

Social Housing Management Diploma; Social Science or Human Service Qualification

Desirable

South Australian Public Sector Values

Service  We proudly serve the community and Government of South Australia	Professionalism  We strive for excellence	Trust  We have confidence in the ability of others	Respect  We value every individual
Sustainability  We work to get the best results for the current and future generation of South Australians	Collaboration & Engagement  We create solutions together	Honest & Integrity  We act truthfully, consistently and fairly	Courage & Tenacity  We never give up

Approved date	N Tuffnell, 25 September 2025
----------------------	-------------------------------