

Role Description



Government
of South Australia

SA Housing Trust

Role title	Team Leader		
Directorate	Customers and Services		
Business unit	Customer Operations		
Reports to	Operations Manager	Classification	ASO5

Role Summary

The Team Leader is a role within SA Housing Trust and is accountable to the Operations Manager for:

Leading and managing a team to deliver a range of housing services and outcomes to customers across the housing continuum within a geographical area of up to 2,000 public housing properties, encompassing both public and private rental.

Managing the development of appropriate case management strategies for customers with high or complex needs.

Linking and planning with SA Housing Trust partners to create connected service opportunities and modelling the behaviours aligned with the service values of SA Housing Trust.

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

Manage and support a team who provide a range of housing services and outcomes to customers with high and complex needs.

Report high risk issues and identify critical trends in a region to influence planning across SA Housing Trust.

Collaborate with the Housing team to set goals, determine priorities and identify strategies and work plans to deal with work pressures.

Identify service initiatives and policy gaps and develop workable solutions, including input into the review of policies and procedures.

Motivate and lead the team to develop a comprehensive understanding of the social vulnerability factors (such as economic, cultural, medical conditions) and their impact to enable an effective provision of housing services.

Provide case consultation and coordination in the assessment, support, and management of customers with complex needs.

Develop and maintain an awareness and understanding of protocols and issues impacting on Aboriginal People and influence the team to provide services in a culturally sensitive and appropriate manner.

Provide advocacy and referral services to customers, including liaising with external agencies, other State Government agencies, or organisations.

Manage the maintenance of objective, accurate and relevant records in line with SA Housing Trust policies and requirements and adhere to Agency standard and guidelines.

Take a lead role in liaising with other agencies and SA Housing Trust partners and develop strong relationships to ensure services can be provided in a coordinated and connected way.

Establish and maintain effective partnerships with other government and non-government agencies to develop a collaborative approach to case management.

Promote community engagement through liaison and partnership development with local support providers and community groups and provide information and advice on housing and housing related issues.

Develop and foster relationships with local real estate agents, promote customers and SA Housing Trust's commitment to supporting 'at risk' tenancies.

Represent the region on external committees and workgroups.

Provide leadership and supervision to the Housing team which results in an effective and efficient administrative support function.

Contribute to business planning and strategic issues for the region.

Actively contributing to programs and/or activities that will result in team success and meet the regional goals and objectives.

Contribute to a work environment where staff are challenged and stretched to develop their competence and encouraged and provided with opportunities for professional development. Comply with workplace and other related legislative requirements.

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.

Monitor the wellbeing and safe work practices of workers and team/unit to ensure a risk-based approach to safety in the provision of services/operations, including ensuring prompt reporting and timely investigation of all risks.

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.

The incumbent must be prepared to move between regional locations in SA Housing Trust as required.

Some intrastate travel may be required.

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

Working relationships

Operations Manager (Line Manager)

Senior Manager, Remote Aboriginal Housing Strategy and Services

Regional Manager

SA Housing Trust regional staff

Directors and Senior Managers across SA Housing Trust

Local Government

Customer groups/representatives

Other Government and non-government agencies and services providers

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated experience in providing effective management and supervision of staff, resolving conflict, providing practical advice on a wide range of residential care practices, leading by example, and contributing to the team’s professional development.

Ability to take responsibility for and is able to demonstrate justifiable reasons for actions and decision. Make decision within area of responsibility, evaluating all available information and taking action in line with organisation policy and values.

Demonstrated experience in establishing and maintaining effective relationships and networks with internal and external stakeholders.

Demonstrated ability in providing advice, support to mentoring and disseminating agency knowledge and experience across the team.

Demonstrated experience in goal setting, providing feedback, establishing development plans, and addressing poor performance.

Qualifications	Essential or desirable
Not applicable	

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, 23 February 2026
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