

Role Description



Government
of South Australia

SA Housing Trust

Role title	Transitional Accommodation Practitioner		
Directorate	Customer and Services		
Business unit	Customer Operations		
Reports to	Program Coordinator, Operations Manager Aboriginal Services, Senior Manager (subject to location)	Classification	OPS4

Role Summary

The Transitional Accommodation Practitioner is accountable for developing and maintaining strong relationships with colleagues, SA Housing Trust partners including child protection, mental health, police, disability, education, income protection, emergency and crisis services, homelessness agencies and other to enable customers to secure and sustain appropriate housing. The position will provide effective and appropriate case planning, management, and case coordination activities within a case management context with internal and external partners, providing advocacy, referral services (within and external to the agency) and necessary follow up to connect customers to support and other community service they require. The role will actively participate in the planning and delivery of social, cultural and wellbeing programs at Wangka Wilurrara Transitional Accommodation Centre (WWTAC) and Lakeview Accommodation Centre (LAC). The role is also responsible for undertaking tenancy management of social rental housing properties. 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.

Directorate Summary

Customer and Service manage public housing to support positive outcomes for both our tenancy and the local areas they live in.

We are part of the broader housing system determined to drive outcomes that increase the independence of our customers and achieving their own long-term housing aspirations. We assist our customers with employment opportunities, connections with other benefits and the advantages available to them.

Primary outcomes and responsibilities

Provide a case work service to customers including conducting appropriate risk and vulnerability assessments to support the delivery of necessary support and safeguards.

Evaluate, develop and apply support plans making provision for cultural considerations in working with Aboriginal people and people from diverse communities and identify culturally specific expertise to actively draw on, in the delivery of services.

Consider the specific experiences and needs of people within other excluded groups such as people with disability and support customers to be connected to appropriate formal and informal familial and community networks.

Utilise case planning and case co-ordination methods and techniques and coordinate and deliver activities (as required) in customer case plans.

Utilise assertive outreach case work and tenancy management methods and techniques as required using various engagement strategies to overcome customer disengagement and or resistance to support and tenancy management plans.

Initiate regular case discussions with team members and other support and tenancy partners.

Provide advocacy and referral services to customers, including liaising with external agencies, other State Government agencies, or organisations, supporting the delivery of integrated supports to the customer within a multi provider context.

Undertake tenancy management of social rental housing properties including fostering relationships with tenants, management of customer and debt and disruptive incident investigations.

Develop strong engagement with Aboriginal customers to effectively deliver supports.

Providing compassionate service responses to people who present for services.

Develop assertive engagement approaches with customers to overcome disengagement/resistance and enable the agency to put in place intensive support and tenancy management activities as required.

Establish and maintain effective support service delivery partnerships/networks with other Government and Non-government agencies, including crisis and emergency services to develop integrated service provision for clients.

Develop and maintain working relationships with external and internal service providers.

Work with customers to focus on solutions to achieve the maximum level of choice and control.

Support the interests, rights and needs of customers within legislative frameworks and duty of care requirements.

Work with other team members and other service providers in service planning, practice and monitoring.

Involve customers in decision which affect their lives and engage their participation when formulating case plans.

Implement and promote effective communication techniques.

Work effectively with culturally diverse customers and co-workers and identify culturally specific expertise to actively draw on in the delivery of services.

Communicate across government and non-government organisations, families, communities and with individual customers to strengthen available supports and resources in managing key issues.

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.

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 in the role is a Mandated Notifier of child abuse under the Children's Protection Act 1993.

Appointment will be based at either the WWTAC or LAC but may be required to work across other Northern and Western Country locations.

Required to work on a rostered basis 10am-6pm and 7am-3pm at WWTAC. This roster may be subject to change based on operational requirements depending on location.

Working relationships

Operations Manager, Senior Manager Specialist Aboriginal Services, Operations Manager Aboriginal Services.

Regional Manager, Team Leaders, Housing Officers, Program Coordinator, Regional Staff and tenant/client advocacy groups.

Customer groups / representatives / Community Groups.

Other Government and non-government agencies and service providers.

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated knowledge of Aboriginal culture and special requirements of Aboriginal people in housing crisis.

Demonstrated ability to understand the needs of a diverse range of customer and cultures and deliver services that meet these needs using initiative, creativity, negotiation, consultation and conflict resolution skills.

Conflict resolution skills. Ability to perform casework undertaking suitable customer engagement methods, assessments, interventions and making appropriate referrals.

Ability to clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate the conflict and devise a workable solution.

Demonstrated ability to present issues, findings and recommendations in writing.

Ability to develop and maintain constructive and effective working relationships, which foster the trust and cooperation of a wide cross section of key stakeholders, staff and communities.

Qualifications	Essential or desirable
Certificate III in Community Services or equivalent	Desirable

South Australian Public Sector Values

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

Approved date	Nick Tuffnell, 5 March 2025
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