

Role Description



Government
of South Australia
SA Housing Trust

Role title	Community Response Coordinator		
Directorate	Customers and Services		
Business unit	Customer Operations		
Reports to	Manager, Regional Response	Classification	ASO5

Role Summary

The Community Response Coordinator is accountable for engaging with customers, colleagues and key stakeholders to facilitate customer centred support and quality outcomes, mediating conflict and assisting customers to understand information provided and/or the implications of their decision.

The position is also responsible for conducting complex investigations for compliance with SA Housing Trust legislative requirements 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.

Directorate Summary

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

Provide high level advice on the conduct of customers and critical issues to colleagues tasked with managing the customer's case management.

Work collaboratively to provide an integrated response.

Lead the identification, review, implementation and evaluation of existing policies, standards and practices to provide recommendations for improvement in line with SA Housing Trust goals and objectives.

Implement evaluation methodologies to inform further development and enhancement of the investigation process.

Develop, implement and maintain processes to gain feedback and monitor customer satisfaction and service provision to support continuous improvement.

Represent the SA Housing Trust at hearings with relevant compliance bodies such as the Residential Tenancy tribunal, SACAT.

Manage and conduct investigations whilst maintaining compliance with legislative requirements and related government and department policies and procedures.

Plan investigation strategies.

Collect and maintain relevant documentation to support investigations.

Adhere to strategic controls that provide for appropriate evidence-based decision making and adherence to legislative provisions.

Represent the SA Housing Trust at relevant hearings and court processes.

Respectfully interact with people, groups and communities from diverse backgrounds and experiences responding positively to their comments and suggestions.

Develop and maintain co-operative working partnerships and communication networks with DHS groups, other government / non-government agencies and employee representative groups and keep key stakeholders and agencies informed of the progress of all investigations.

Prepare detailed correspondence, briefings and reports on complex and sensitive matters outlining decisions, outcomes and recommendations related to each investigation and prepare relevant discussion/background papers for management.

Facilitate the preparation and dissemination of appropriate communication strategies and associated documentation to internal and external stakeholders.

Identify and coordinate the provision of a practical advice and personal support services to people affected by an emergency as part of the Emergency Relief Functional Support Group led by the SA Housing Trust as a part of 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.

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 hours 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

Manager, Regional Response Team (Direct Manager)

Operations Manager

Housing team members

Other Regional Staff

Government and Non-Government agencies

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrate experience working with customers to respond to individual risk and vulnerability; and respond appropriately to difficult situations involving conflict.

Demonstrate experience in planning, preparing and conducting complex and sensitive interviews.

Demonstrate experience in conducting complex and highly sensitive investigations within the confines of legislative provisions, including conducting difficult negotiations and resolving conflict.

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.

Ability to presenting complex issues and findings in writing, such as reports, recommendations and briefing notes.

Qualifications	Essential or desirable
Relevant qualifications in investigation, mediation, dispute resolution or related field	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, 21 February 2025
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