

Role Description



Government
of South Australia

SA Housing Trust

Role title	Senior Social Worker (MAPS)		
Directorate	Customer and Services		
Business unit	Various		
Reports to	Manager, Regional Response Team, Manager, Social Work	Classification	AHP2

Role Summary

The Multi Agency Protection Service (MAPS) is a partnership between key South Australian government agencies, including the SA Housing Trust which shares information regarding high-risk domestic violence incidents. MAPS is led by SAPOL and makes decisions on how to act and plan to reduce risk and harm at early points of intervention.

The MAPS Senior Social Worker is a part of the Western Adelaide Regional Response Team at the South Australian Housing Trust (SAHT). Operating within a multi-disciplinary team. The role involves reviewing organisational holdings, leases with MAPS key partners the SAHT and Community Housing providers. The position contributes to service delivery and service improvement by the promotion of best practice in casework, intervention and assessment.

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 manage public housing to support positive outcomes for both our tenants 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 longterm housing aspirations. We assist our customers with employment opportunities, connections with other benefits and the advantages available to them

Primary outcomes and responsibilities

Conduct risk assessments, undertake planning, case discussion and provide strategy and direction to ensure organisational MAPS objectives are achieved.

Evaluate client outcomes and coordinate case outcomes in consultation with relevant staff.

Understand best practice in supporting complex clients at risk of tenancy failure.

Ensure relevant information is reviewed, documented and relayed in a timely and professional manner

Contribute to the safety for victim-survivors of domestic, family and sexual violence.

Attend tactical coordination group and MAPPING meetings daily.

Maintain case noting and establish appropriate record keeping systems to ensure that records are stored confidentially and as maintained in accordance with the State Record Act.

Provide consultation and advice to SA Housing Trust regional staff in relation to MAPS recommendations to support the safeguarding of tenants and customers.

Enable and use the full range of social work models and intervention methodologies.

Utilise effective prioritisation and workload management strategies to maintain responsive client service delivery

Contribute effectively as part of a multidisciplinary team to plan, develop and implement individualised and sustained interventions and provide recommendations to SA Housing Trust staff and service providers

Assess the needs and circumstances of tenants and customers ensuring culturally responsive practice is employed inclusive of Aboriginal and Torres Strait Islander peoples and community from culturally and linguistically diverse backgrounds

Support the interests, rights and needs of clients within the legislative framework and duty of care requirements.

Liaise, negotiate and foster and maintain collaborative working relationships with Government and Non-Government services.

Identify opportunities for improvement in professional tasks including reviewing and leading ongoing quality improvement activities, monitor the efficiency of MAPS process to support continuous improvement.

Provide professional and clinical mentoring, support and supervision to develop less experienced staff and students in social work theory and practice.

Seek opportunities for own professional development and operational experience.

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 is required to work at locations away from SA Housing Trust regional office sites as well as Western regional offices.

Working relationships

Manager Regional Response Team

Regional Response Team

SA Housing Trust staff

Community Housing providers

Government and non-government agencies

Selection criteria (knowledge, skills, aptitude and experience)

Experience in social work practice and theories, including effective assessment, intervention, support and appropriate referrals for victim survivors of family and/or domestic violence and perpetrators of violence to enhance safety and wellbeing.

Creative problem-solving techniques and actions plans to develop and implement individualised interventions aimed at meeting the needs of victim survivors, children and perpetrators of violence.

Experience with providing necessary information to assist services in developing a network of support and community services for victim survivors, children and perpetrators of violence to inform of relevant service and support resources and options and facilitate the development of an appropriate package of services to meet client needs.

Have an understanding of the factors that contribute to homelessness and tenancy risk and support regions to safeguard tenancies.

Leadership skills in providing mentoring, advice, consultancy and clinical supervision to develop less experienced staff and students in social work theory and practice.

Qualifications	Essential or desirable
A degree and/or post graduate qualification which gives eligibility for full membership of the Australian Association of Social Workers.	Essential

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	12/01/2026 – Denise Drogaris, A/ Manager, HR and Strategy
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