

Role Description



Government
of South Australia

SA Housing Trust

Role title	Social Worker		
Directorate	Customers and Services		
Business unit	Customer Operations		
Reports to	Manager, Regional Response Team	Classification	AHP1

Role Summary

The Social Worker is a role within the SA Housing Trust and is accountable to the Manager, Regional Response Team for providing case management and consultation for tenancies at risk, undertaking holistic assessments, providing support, brokerage or referrals for customers and working in partnership with government and non-government agencies and customers, modelling the behaviours aligned with the service values of the 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

Undertake case management including assessment, planning, implementation and review for complex customers at risk of tenancy failure.

Provide guidance and advice to Team Leaders and Housing Officers relating to referrals, case work and case management.

Maintain comprehensive case notes and establish appropriate record keeping systems to identify linkages/referrals that have been established

Develop case plans, chairing case conferences and coordinating collaborative case outcomes for customers whose tenancies are assessed as being at risk.

Enable and use the full range of social work intervention methodologies, including reinforcing professional ethics and standards in decision-making.

Contribute to the continual management and development of the team's professional knowledge base.

Identify opportunities to develop and implement customer consultation and participation in a holistic manner.

Provide services that enhance outcomes for customer of the agency and in particular improve outcomes for Aboriginal people.

Liaise and participate with the lead agency and other key stakeholders in the planning, implementation and monitoring of programs using a range of intervention techniques.

Undertake research to identify alternative options and best practices, providing written and oral reports.

Facilitate access to a range of interagency and community services.

Source and record service providers and support linkages within regional boundaries to provide open and accessible information for Housing Officers.

Develop, maintain and regularly evaluate working relationships with external and internal services providers, especially when undertaking joint ventures in service planning, practice and monitoring.

Develop, implement and promote effective communication techniques.

Work effectively with culturally diverse customers and co-workers.

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 make Mandated Notifications where suspicion exists that a child has been or is being abused or neglected in accordance with the Children and Young People (Safety) Act 2017.

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

The incumbent is required to work with clients in their homes and/or at locations away from SA Housing Trust regional offices.

Working Relationships

Manager, Regional Response Team (Direct Line Manager)

SA Housing Trust clients

Operations Manager

SA Housing Trust staff

Tenant and client advocacy groups

Community service providers, non-government organisations and special interest groups

Selection Criteria (knowledge, skills, aptitude and experience)

Provide casework through assessment, intervention, support, networking, advocacy and making appropriate referral.

Utilise experience in undertaking brief interventions including counselling and behavioural change practice, to empower customers to make changes to improve

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

Understand and evaluate the factors that contribute to tenancy risk and develop action plans to reduce or eliminate the risks.

Initiate and respond professionally to staff and provide opportunities for making informed choices in working with at risk tenancies.

Qualifications	Essential or desirable
A degree level qualification in Social Work leading to 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	N Tuffnell, 3 November 2025
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