

Role Description



Government
of South Australia

SA Housing Trust

Role title	Senior Social Worker		
Directorate	Customer and Services		
Business unit	Customer Operations		
Reports to	Manager, Regional Response Team	Classification	AHP2

Role Summary

The Senior Social Worker is accountable to undertaking casework, interventions, and holistic assessments of a more complex or contentious nature with SA Housing Trust clients at risk of tenancy failure.

Working effectively as part of a multi-disciplinary framework in partnership with government departments, non-government organisations, service providers and clients to enhance client outcomes. As well as contributing to the quality of Social Work service delivery and service improvement by the promotion of best practice 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 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 client assessments and case management for complex clients at risk of tenancy failure.

Conduct client needs and risk assessments, undertake intervention planning, direct provision of social work services, evaluate client outcomes and coordinate case outcomes in consultation with relevant staff.

Develop and manage case plans for complex clients and clients with high needs.

Chair case conferences as required.

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

Provide consultancy and advice to SA Housing Trust staff in relation to case work and case management.

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

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

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 clients and provide appropriate services and/or referrals for clients.

Provide services and facilitate cooperative relationships with clients that are culturally appropriate for Aboriginal people and for people of culturally diverse backgrounds with other service providers.

Actively involve clients in the assessment, development of goals and intervention planning and review to enhance client outcomes.

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 departments, Non-Government organisations and other service providers.

Participate in relevant working parties and committees relating to necessary systemic change issues and relating to the planning, implementation, and monitoring of programs.

Promote and maintain client involvement in service planning and delivery with a view to encourage client empowerment.

Support clients to develop formal and informal networks to assist in meeting their needs.

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

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

Utilise social work knowledge and skills to contribute and undertake to research and/or service development activities.

Identify opportunities for improvement in professional tasks including developing and leading ongoing quality improvement activities with other staff.

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 in the role is a Mandated Notifier of child abuse under the Children and Young People (Safety) Act 2017.

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.

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 (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

Local, state and federal government departments

Selection criteria (knowledge, skills, aptitude and experience)

Utilise experience in performing complex casework, including effective assessment, intervention, support and appropriate referral for people with diverse and complex needs which focuses outcomebased intervention.

Utilise creative problem-solving techniques and a holistic framework and apply discipline specific knowledge and experience to plan, develop, implement, and evaluate individualised interventions aimed at meeting the complex needs of clients.

Develop a network of support and community services for clients and inform clients of relevant service and support resources and options and facilitate the development of an appropriate package of services to meet client needs.

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

Apply 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	N Tuffnell, 24 February 2025
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