

Role Description



Government
of South Australia

SA Housing Trust

Role title	Housing Support Worker		
Directorate	Customer and Services		
Business unit	Customer Specialisation		
Reports to	Program Coordinator, Program Manager	Classification	OPS2

Role Summary

The Housing Support Worker is a role within the SA Housing Trust and is accountable for providing practical support to Aboriginal Communities to improve tenants' ability to successfully maintain their tenancies and increase knowledge about the SA Health 9 Healthy Living Practices. Collaborating with service providers and community members to assist with the implementation of the Home Living Skills Program. Supporting the delivery of workshops, information sessions and activities with participants of the Home Living Skills Program, either in group settings or in customer' homes. 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.

Our Division

Customers and Services manage public housing to support positive outcomes for both our tenants and the local area 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

Identify and respond to the cultural and specific needs of Aboriginal customers, exercising and understanding of the social and housing issues, and inequalities experienced by Aboriginal people.

Promote community resources and information to customers and key stakeholders.

Identify customers with complex needs requiring further assistance and referral.

Assist in providing timely responses to customer to directly connect them to supports that will facilitate success tenancy outcomes.

Encourage customers and their families to have greater control over decisions that affect them.

Identify and develop community support systems and networks.

Assist individuals and their families to develop formal and informal support networks to assist in meeting personal needs where appropriate.

Contribute to community awareness programs and the development of community-based activities.

Participate in team meeting and development activities.

Share information and provide advice and support to other regional office staff.

Actively contribute to initiatives and/or activities that support the goal and objectives of the Home Living Skills Program.

Follow the principles outlined in the SA Housing Trust Property and Tenancy Management Framework Implantation Plan for Remote Indigenous Housing.

Identify and coordinate the provision of practical advice and personal support service to people affected by an emergency as part of the Emergency Relief Functional Support Group led by SA Housing Trust as 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 practices 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. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

The incumbent in the role is a mandated notifier of child abuse under the Children and Young People (Safety) Act 2017.

Some out of hour's work, and occasional intrastate travel necessitating in overnight absences may be required.

Appointment will be to a specific Housing Services Region, SA Housing Trust, with possible movement to any other Housing Services 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.

Working relationships

Program Manager, Program Coordinator, Team Leader, Operations Manager, Operations Manager Aboriginal Services (subject to location)

Senior Manager, Regional Manager, Housing Officers, Regional staff, and tenancy/client advocacy groups

Aboriginal Community Councils, Community Groups and Residents

Other Government and non-government agencies that provide services to Aboriginal Communities

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated knowledge of Aboriginal culture and special requirements of Aboriginal people in housing crisis. Understand the special requirement and housing issues that affect Aboriginal people in remote communities.

Experience in establishing, leading, and maintaining formal and informal networks and partnerships with Aboriginal people through their kinship systems.

Communicate clearly with customer and key stakeholders. Use negotiation and influencing skills to convey information and resolve conflict.

Take prompt action to solve problems, act on own judgement without prompting and look to go beyond job requirements to achieve objectives.

Qualifications	Essential or desirable
Certificate III in Community Services or equivalent	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, 14 October 2026
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