



Housing Officer

Information for Prospective Applicants

About the role

As a Housing Officer, you directly support Housing SA tenants by providing clients with information, referrals, advocacy and tenancy services. At any one time, you may be working with up to 500 tenants to help them sustain their tenancies.

Where you fit into Housing SA

Housing Officers work in Housing SA's regions in various locations throughout metropolitan and country SA. You will work with either the Intake or Place Management Teams. Both teams are made up of a number of roles including other Housing Officers, Tenancy Practitioners and a Team Leader. Intake Teams also include Allocations Officers and a Private Rental Liaison Officer.



Housing SA's regional office teams



Access: Assisting people to access housing and support



Intake: Supporting new tenants in Housing SA's properties on short-term or probationary leases



Place Management: Supporting tenants on longer-term leases



Regional Response: Intensive casework support for people who are vulnerable or at risk



Maintenance: Co-ordinating the maintenance of Housing SA properties



Business Services: Providing operational and administrative support for the regional office

Some of your duties will include:

- Visiting tenants in their homes and using the visit as an opportunity to engage with them
- Talking with tenants and members of the household about their general wellbeing and that of any children, establishing any supports and services they are connected with and ensuring their homes are safe to live in
- Involving tenants in discussions about their tenancy and lease options, explaining Housing SA policies, discussing their concerns and giving them information about available support services
- Observing potential risks to tenants during home visits and using the Risk Identification Tool to assess risk and vulnerability
- Referring tenants to the Tenancy Practitioner or Regional Response Team for more intensive support
- Visiting tenants within set timeframes when responding to complaints, identifying what supports the tenant has and working with both parties to resolve the issue before it escalates
- Discussing referrals and good practice, raising concerns or issues regarding tenants and advocating on their behalf
- Making notations regarding every interaction with tenants on Mainframe

Personal Competencies

Empathetic and Respectful

Many of your tenants will be experiencing significant issues in multiple areas of their lives. It is important that you consider each case with sensitivity, patience and respect.

Resilient

Visiting tenants can be challenging when they do not wish to engage or there are difficult circumstances. It is important to employ self-care strategies in order to look after your own health and wellbeing.

Observant

Sometimes tenants may not wish to disclose information to you, so having good observational skills allows you to take notice of things that may reflect their wellbeing and signal the need for early intervention.

Effective Communicators

A lot of your work with tenants depends on your ability to build rapport and trust. This involves maintaining a client focus and helping them understand how Housing SA and other services can help them. It is also important to share information and work with other agencies.

Lateral thinkers

The ability to think laterally will help you to find appropriate solutions for tenants and to tailor your approach based on their strengths and weaknesses.

Alternative formats

The information in this publication can be provided in an alternative format or another language on request by calling (08) 8207 0153.

Feedback

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