



**ACT**  
Government

Health and Community Services

# POSITION DESCRIPTION

**Directorate:** Health and Community Services

**Division:** Housing Assistance

**Business Unit:** Client Services Branch

**Position Title:** Tenant Support Community Connections Officer

**Position Number:** P38711

**Classification:** Administrative Services Officer Class 6 (ASO6)

**Location:** 153 Emu Bank, Belconnen ACT

**Last Reviewed:** June 2026

## DIRECTORATE OVERVIEW

---

The Health and Community Services Directorate (HCS D) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCS D provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCS D is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCS D is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

## DIVISION OVERVIEW

---

Housing Assistance is a division that resides within the Health and Community Services Directorate and is responsible for providing social housing and community services in the Territory. Housing Assistance is responsible for providing safe, affordable and appropriate housing that meets the needs and circumstances of low income and disadvantaged families. This includes funding and support for the specialist homelessness sector to assist and support homeless people in the ACT or those at risk of becoming homeless. In doing so, Housing Assistance helps to build their resilience and alleviate social isolation, building a safer, stronger and more inclusive community. The ultimate goal is to provide stable long-term affordable housing and provide tenants with greater opportunities to fully participate in social, economic, civic and recreational activities and reach their full potential.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and other stakeholders. The principles most highly valued by the division are problem solving, empathy, teamwork, professionalism and leadership. The Division is responsible for providing strategic direction and leadership of the ACT Government's public and community housing portfolio, consisting of over 11,000 properties, and the delivery of a capital program in excess of \$36 million per annum, which includes the sale, purchase, construction and redevelopment of housing stock.

A significant number of clients need more support that will assist them to obtain and maintain an independent lifestyle. These include clients who present with complex social needs such as:

- domestic violence
- mental or physical disabilities
- chronic medical conditions
- drug and alcohol issues, and
- diverse cultural and linguistic backgrounds.

Housing Assistance works in partnership with people from culturally and linguistically diverse backgrounds and with the broader community sector. We contribute to building sustainable linkages and partnerships to foster a stronger ACT community.

## **BUSINESS UNIT OVERVIEW**

---

Housing Assistance is responsible for the provision of social housing in the Territory. The division allocates, manages, and maintains public and community housing properties and coordinates comprehensive support services as well as community participation programs for its tenants. It provides support for people who are disadvantaged or experiencing a crisis through a variety of programs, including services targeted at preventing homelessness and assisting people to transit through homelessness into stable housing.

Business units work towards these 6 key objectives as outlined in the *Housing Assistance Branch Plans*:

1. Deliver empowered, smart, connected, and innovative client services.
2. Grow, renew, and maintain social housing.
3. Reduce homelessness.
4. Become a trusted and innovative model social landlord.
5. Become a viable Public Trading Entity.
6. Support and develop a capable workforce, fostering a culture of professionalism and wellbeing.

Tenant Experience team, within the Client Services Branch, is responsible for the management of more than 11,000 public housing tenancies and for providing advice/ support to public housing tenants and stakeholders on diverse and often complex issues. Tenant Experience provides support through engagement and coordinates support services to ensure long-term housing solutions and sustainable tenancies; manages neighbourhood disputes and identifies and delivers service improvements.

Tenant Experience is responsible for monitoring property conditions on behalf of Housing ACT and advising on asset maintenance issues.

## **POSITION OVERVIEW**

---

The Tenant Support Community Connections Officer provides short-term stabilisation support to clients at risk or experiencing critical events, such as domestic violence. Working within the Tenant Experience section of Housing ACT, the role offers specialist advice, information, support, and case coordination to public housing tenants whose circumstances may affect their ability to maintain their tenancy.

The position delivers innovative, flexible, and time-limited responses to help clients navigate immediate challenges and connect with appropriate external services, with the aim of strengthening their capacity to manage future situations and sustain their tenancy. Officers use a relationship-based, trauma-informed,

and results-focused approach, collaborating with other staff to support positive long-term tenancy and social outcomes.

The role requires building strong, productive relationships with government and community service agencies to improve client access, engagement, and the timeliness of support. As part of the Tenant Experience team, the position also contributes to the mentoring and training of Housing Managers, particularly in understanding and responding to the complex needs of clients.

## **WHAT YOU WILL DO**

---

Under broad direction of the Assistant Director, the Tenant Support Community Connections Officer will:

- Deliver high-quality customer service to clients and stakeholders.
- Assess complex client needs and develop strategies that support tenancy stabilisation.
- Conduct client meetings and home visits to address property standards, debt, complaints, and support needs.
- Mentor and upskill team members to embed trauma-informed, client-centred best practice.
- Represent Housing Assistance at forums and case conferences, advocate for complex clients, and maintain collaborative internal and external relationships.
- Contribute ideas for service improvement and operational change.
- Review, interpret, and apply relevant legislation, policy, and procedures.
- Maintain accurate records, analyse data, and assist in monitoring Key Performance Indicators.
- Prepare high-quality file notes, complaint responses, briefs, Ministerial responses, and other documentation in a timely manner.
- Manage a varied workload with flexibility to address emerging issues.
- Consistently model and follow Work Health and Safety practices.

## **WHAT YOU REQUIRE (SELECTION CRITERIA)**

---

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

### **Professional / Technical Skills and Knowledge**

1. Strong leadership, coaching, and mentoring skills to support colleagues and contribute to a high-performing team.
2. Experience working with clients with complex needs, with a commitment to innovative, flexible service responses and the ability to build productive internal and external networks that achieve results.
3. Well-developed interpersonal, written and verbal communication, negotiation, and representation skills, including the ability to prepare clear and accurate case notes, action plans, reports, and correspondence.
4. Knowledge of relevant legislation, strong understanding of support options, and the ability to apply and contribute to operational policy reviews related to client service delivery.
5. Understanding of the community services sector and government support systems, along with sound knowledge of case coordination principles, trauma-informed practice, and practical strategies for working with people experiencing complex circumstances.

### **Behavioural Capabilities**

6. Ability to lead by example and foster collaboration within the team and across the Branch by encouraging shared practices, resources, ideas, and partnerships that improve outcomes for clients and staff.

7. Commitment to working in line with the ACT Government Respect, Equity and Diversity Framework, the Directorate's Work Health and Safety system, and staff development and training requirements.

### **Additional Requirements / Qualifications**

- Current driver's license and Working with Vulnerable People Card or willingness to obtain is essential.
- As this role is likely to work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, and capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.
- Relevant qualifications or strong demonstrated industry experience in Social Work, Community Development or a related field is desirable but not essential.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently