

Tenant Services Officer

Department	Housing Operations
Primary location	Adelaide, CBD
Award and Classification	Hospitality Industry Award
Reports to	Team Leader

POSITION SUMMARY

Unity Housing Company Ltd (Unity) is the largest single provider of low-cost community housing properties in South Australia.

The Boarding House Program provides a home each night to some of the most marginalised and disadvantaged people in the community. The aim of the Boarding House Program is to provide long term, short term and transitional accommodation to people on low incomes and those who are (or have been) experiencing homelessness. The Boarding House Program offers accommodation across four sites in the city of Adelaide and houses vulnerable people who are unable to access other appropriate and affordable housing options, and who can live independently in a boarding house environment. The Terrace is staffed 24/7 with other sites managed in an outreach capacity.

The role of the Tenant Services Officer is to encourage an environment of mutual respect and shared responsibility at all boarding house sites. The Tenant Services Officer is responsible for creating a positive living environment for tenants and the local community.

KEY RESPONSIBILITIES

PROVISION OF TENANT SERVICES
<ul style="list-style-type: none"> • Assist in promoting a safe and respectful environment in line with the Guidelines for Living. • Provide professional customer service including reception duties, answering the door and responding to telephone calls. • Maintain a positive communication flow including the Communication Log, vacancy register and other communication tools. • Assist with community activities and other services on site as required. • General administrative tasks, including but not limited to general data entry and entering tenant notations. • Report room maintenance issues and complete room audit tasks as directed. • Support the tenant sign-up and site induction process to ensure a positive, safe, and welcoming introduction to the Boarding House. • Identify and report tenancies 'at risk' to the Team Leader. • Facilitate support and emergency services access as required/approved. • Facilitate low level conflict resolution between residents.

HOSPITALITY SERVICES/CLEANING
<ul style="list-style-type: none"> • Undertake routine and responsive cleaning duties across all boarding house sites. • Ensure regular cleaning and maintenance of all internal and external common areas, including kitchens, bathrooms, hallways, stairwells, courtyards, and entryways, to maintain a clean, safe, and welcoming environment. • Clean vacated rooms to a high standard and within specified timeframes. • Safely pack up and store abandoned tenant belongings in line with Unity's procedure. • Follow stock control and inventory management procedures at all sites as directed. • Support timely vacancy turnarounds by preparing rooms, completing ingoing and outgoing processes, and assisting with tenant applications.
WORKPLACE HEALTH AND SAFETY
<ul style="list-style-type: none"> • Contribute to maintaining a safe working and residential environment. • Follow all WHS procedures and reporting requirements. • Participate in emergency evacuations and follow emergency response procedures as directed. • Ensuring all electrical equipment brought onto the premises has been tested and tagged for safety in accordance with site requirements.
PARTICIPATION
<ul style="list-style-type: none"> • Contribute to continuous improvement initiatives aimed at enhancing tenant outcomes and service delivery. • Actively participate in staff meetings, training and professional development. • Provide input into the development and review of policies and procedures as required. • Attend forums and information sessions as directed to support ongoing knowledge.
OTHER DUTIES
<ul style="list-style-type: none"> • Any other duties appropriate to the role.

KEY REPORTING / WORKING RELATIONSHIPS

Internal <ul style="list-style-type: none"> • Operations Manager • Team Leader • Works in close collaboration with the Boarding House team and is responsible for developing positive relationships across all Unity sites 	External <ul style="list-style-type: none"> • Tenants • Tenant Advocates • Service Providers • Local Councils and Funding Authorities • Community Housing Sector (SA)
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KEY PERFORMANCE INDICATORS

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:

- Delivering friendly, efficient, and helpful service to all tenants, colleagues, and stakeholders.
- Supporting and maintaining a clean, safe, and welcoming environment for staff, tenants, and the public.
- Contributing to continuous improvement and service quality.
- Maintaining clean, hygienic, and well-presented sites through high cleaning standards and site upkeep.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.

SPECIAL CONDITIONS

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks' annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

VALUES AND BEHAVIOURS

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- **Social Justice** – *We advocate for and actively support fairness, equality, and justice.*
- **Innovation and Creativity** – *We encourage innovation and creativity.*
- **Collaboration and Partnerships** – *We support collaborative efforts and partnerships.*
- **Transparent and Ethical** – *We ensure integrity and an ethical approach.*
- **Leadership and Professionalism** – *We lead with vision and integrity and promote professional excellence.*
- **Empowerment and Respect** – *We foster an environment of respect and a focus on empowering others.*

PERSON SPECIFICATION

SKILLS AND ABILITIES	
Essential <ul style="list-style-type: none"> • Principles of customer service. • Knowledge and understanding of WHS and privacy issues. 	Desirable <ul style="list-style-type: none"> • Knowledge of the disability and/or homeless sector and its resources. • Awareness of issues and requirements of special needs groups; particularly homeless adults and families or people at risk of homelessness; and people with a disability.
EXPERIENCE	
Essential <ul style="list-style-type: none"> • Previous experience in a similar role or service environment that provides responsive servicing to tenants. • Experience in working with disadvantaged individuals living in the community. • Working independently as part of a team. 	Desirable <ul style="list-style-type: none"> • Previous professional experience in the not-for-profit environment or relevant private industry. • Experience in liaison with support workers, service providers, families and carers. • Experience working with people with disabilities and/or with challenging behaviours and complex needs or demonstrated capacity.
EDUCATION / QUALIFICATIONS	
Essential <ul style="list-style-type: none"> • First Aid Certificate or willingness to attain. 	Desirable <ul style="list-style-type: none"> • Qualifications in Community Services (minimum Certificate III level) or equivalent are essential.

APPROVAL



Chief Executive Officer

Date 24 June 2025

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name		Signature		Date	
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