



## Job Description Form

# Aboriginal Customer Support Officer (50(d))

### Position Details

**Position Number:** Generic  
**Classification:** Level 3  
**Award/Agreement:** Public Sector Award and Agreement  
**Organisational Unit:** Housing Services / Various  
**Location:** Metropolitan and Regional WA  
**Classification Date:**  
**Effective Date:** February 2026

### Reporting Relationships

**This position reports to:**

Housing Services Team Leader, Level 5; or  
Manager Housing Services, Level 6; or  
Area Manager, Level 6; or  
Senior Case Manager, Level 5; or  
Regional Manager, Level 8

**Positions under Direct Supervision:**

This position has no subordinates.

## Role Statement

This position is responsible for providing advice and assistance to Aboriginal customers and investigates complaints concerning tenancy problems.

## Position Duties and Responsibilities

### 1. Tenancy Support

- 1.1 Provides advice and assistance to Aboriginal customers on all aspects of services and products available at a community and local level from Department of Communities - Housing.
- 1.2 Investigates complaints concerning problem tenancies, advising tenants, liaises with Housing Services Officers and assists in developing mutually agreed outcomes.
- 1.3 In conjunction with Housing Services Officers, follows up on complaints from Aboriginal tenants, prepares reports, and arranges action and monitor progress.
- 1.4 Provides advice on sensitive Aboriginal issues.

### 2. Liaison

- 2.1 Liaises with Government and non-Government Agencies and community based groups to ensure the provision of assistance and ongoing support for Department of Communities - Housing Aboriginal tenants.
- 2.2 Liaises with Aboriginal communities and groups to ensure access to services.
- 2.3 Assists the region in conducting housing forums in the metro area of Western Australia to identify Aboriginal housing needs and planning priorities.

### 3. Policy

- 3.1 Consults with individuals, Aboriginal interest groups and community support agencies concerning Aboriginal tenancy needs and impact on current policy.
- 3.2 In conjunction with management and various intra-agency stakeholders, provides assessment of policies and procedures involving Aboriginal housing.

### 4. Other

- 4.1 Applies Equal Opportunity & Diversity, Occupational Safety and Health and ethical principles and practices in all aspects of this role.

## Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

## Work Health and Safety Responsibilities

### **All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

### **Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

## **Essential Work-Related Requirements (Selection Criteria)**

1. For this position, Aboriginality is a genuine occupational qualification and is authorised under Section 50(d) of the *Equal Opportunity Act 1984*.
2. Well-developed interpersonal skills with demonstrated experience of having worked and engaged effectively with both Aboriginal and non-Aboriginal people in a sensitive manner.
3. Good communication skills including negotiation, mediation and liaison particularly with Aboriginal people.
4. Good analytical skills including research and problem solving skills.
5. Knowledge and understanding of Aboriginal culture and the underlying issues that impact on housing.
6. Good written communication skills including report writing.
7. Effective time management practices and organised work habits.
8. Ability to work cooperatively and collaboratively within a team environment.

## **Desirable Work-Related Requirements (Selection Criteria)**

1. Knowledge of public housing policies and services provided by Government and non-Government community support agencies.

## **Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.