



Job Description Form

Housing Transitions Officer

Position Details

Position Number:	Generic
Classification:	Level 4
Award/Agreement:	Public Sector Award and Agreement
Organisational Unit:	Housing Policy and Development / Housing Services / Various
Location:	Metropolitan and Regional WA
Classification Date:	February 2016
Effective Date:	November 2025

Reporting Relationships

This position reports to:

Manager Housing Services, Level 6

Area Manager, Level 6

Business Improvement Officer, Level 6

Regional Manager, Level 6

Positions under Direct Supervision:

This position has no subordinates.

Role Statement

The Housing Transitions Officer works as part of Regional Branch ensuring that the Department's public housing stock is provided to the intended client group in a manner that is consistent with funded and mandated obligations.

Position Duties and Responsibilities

1. Investigation and Research

- 1.1 As required, researches Housing policy and practices in comparison with other State Housing and Government models to improve the identification and monitoring of ineligible clients, ensuring that housing stock is provided to those most in need.
- 1.2 Investigates public housing tenants who may no longer be eligible due to not meeting criteria set out by Policy. This may include but is not limited to; exceeding the income limit, under-occupying their tenancy or land or home ownership.
- 1.3 Researches clients' housing records to identify casual factors, tenancy history and period of ineligibility.
- 1.4 Uses appropriate external resource to gather accurate information relating to client ineligibility.

2. Analysis

- 2.1 Draws together investigated and researched information to make an informed assessment regarding client's ineligibility.
- 2.2 Critically thinks through the action required in response to observation, consultation and gathered evidence.
- 2.3 Analyses regional data and develops strategies to respond to local ineligibility issues.

3. Client Consultation

- 3.1 Identifies effective and appropriate communication methods depending on the clients' circumstances and the nature of the ineligibility.
- 3.2 Maintains written communication throughout the investigation, requesting further information to clarify clients' circumstances and arranging an interview to discuss their case in more detail.
- 3.3 Identification of Affordable Housing Options and signposting of tenant to most appropriate option to suit tenants circumstances and housing needs.
- 3.4 Attends client interviews.

4. Liaison and Negotiation

- 4.1 Liaises and negotiates with Regional Management teams and Service Delivery to develop best practice procedures for identifying, reviewing and monitoring ineligible clients.
- 4.2 As required, collaborates with Strategy and Policy and other business units to modify and improve policy and data management tools that will assist the Department to accurately target ineligible clients.

5. Relationship Management

- 5.1 Establishes and maintains effective working relationships with tenants.
- 5.2 Building relationships with external stakeholders including but not limited to Keystart, Community Housing Organisation, other housing pathway programs representatives.

6. Data Collection and Reporting

- 6.1 Gathers and provides statistical data on client ineligibility cases and outcomes.
- 6.2 Prepares reports for the Manager Housing Services highlighting issues, successes and suggestions for improvement.

7. Other

- 7.1 Assists in the development and delivery of training for staff as required.
- 7.2 Consistently applies appropriate policy and procedures in all aspects of this role.
- 7.3 Applies confidentiality and ethical principles and practices in all aspects of this role.
- 7.4 Promotes high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.

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. Developed interpersonal skills with the ability to work cooperatively with others at all levels, including skills in consultation and negotiation.
2. Developed research, analytical and problem solving skills including the ability to conduct thorough analysis of issues and apply best practice solutions to resolve problems.
3. Developed organisational skills with the ability to effectively plan and prioritise workloads to meet tight deadlines.
4. Developed ability to contribute as part of a team to the achievement of set goals as well as the ability to use initiative and work individually where required.
5. Good working knowledge with the ability to interpret and apply relevant policy, practices and Acts.

Desirable Work-Related Requirements (Selection Criteria)

1. Understanding of Public Sector practices and tenancy management issues.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Able to travel by air to remote regional locations and to stay overnight or for short periods.
3. 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.