

POSITION TITLE	Tenancy Assistance Program (TAP) Intake and Assessment Officer		
POSITION OVERVIEW	The TAP Intake and Assessment Officer is responsible for managing referrals, conducting initial assessments, and ensuring individuals and families receive appropriate support or referral pathways. This role also focuses on providing low-intensity support through community education, general information sessions, and managing public enquiries about housing, tenancy rights, support for mortgagees and homelessness prevention. The role is vital in ensuring smooth entry into services, as well as promoting awareness and prevention strategies across the broader community.		
CLASSIFICATION	WCS Level 5	SERVICE AREA	Mental Health and Tenancy Support
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK 38
LOCATION	Bowes Place		
IMMEDIATE MANAGER	TAP Coordinator		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve - Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	TAP Staff, Mental Health Leadership Team, Mental Health staff, Care Finder staff, Community Access teams, Social Enterprise teams and Child, Youth and Family teams.		
EXTERNAL	Housing ACT, Real Estate Agents, Tenancy Support Educative Services, Community Services Providers, mainstream supports.		
KEY ACCOUNTABILITIES			
<p>Intake and Assessment</p> <ul style="list-style-type: none"> • Serve as the primary point of contact for all program referrals, including self-referrals, agency referrals, and community enquiries. • Conduct initial needs assessments to determine eligibility for services and appropriate support pathways. • Provide brief intervention, information, and referrals to relevant internal and external services based on client needs. • Accurately record and track referral data, ensuring all clients are assessed and actioned in a timely manner. <p>Low-Intensity Support & Community Education:</p> <ul style="list-style-type: none"> • Deliver community education sessions aimed at raising awareness of housing options, tenancy rights, and homelessness prevention. 			

- Provide low-intensity support to individuals needing general advice or information, without long-term case management.
- Develop and disseminate educational materials such as brochures, fact sheets, and online resources for the community.
- Facilitate workshops or group sessions on topics such as rental application processes, tenant responsibilities, and navigating social housing systems.

General Enquiries and Information Provision:

- Manage public enquiries related to tenancy, housing support, and other program services.
- Respond to phone, email, and face-to-face enquiries, providing accurate information and linking individuals to appropriate services.
- Maintain up-to-date knowledge of available housing services, tenancy rights, and local community resources to provide accurate referrals.

Collaboration and Stakeholder Engagement:

- Collaborate with internal teams, including case managers and tenancy support coordinators, to ensure a seamless handover of clients requiring further support.
- Develop and maintain relationships with local housing providers, community organisations, and government agencies to support effective referrals.
- Participate in community outreach initiatives and interagency meetings to strengthen collaboration and enhance service delivery.

Administrative and Reporting Responsibilities:

- Maintain detailed participant records, including case notes, ensuring accurate data entry in line with organisational policies and compliance requirements.
- Generate reports on intake, referrals, and community engagement activities for management and funding bodies.
- Maintain confidentiality and privacy standards.
- Contribute to the development and review of program materials, processes, and service delivery improvements.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential

- Relevant qualifications in Social Work, Community Services, or a related field.
- Demonstrated experience working with vulnerable individuals within a community outreach setting.
- Strong understanding of housing options, tenancy rights, mortgagee supports, and homelessness services.
- Excellent communication, advocacy, mediation and negotiating skills.

	<ul style="list-style-type: none"> • Ability to work effectively with a diverse range of stakeholders, including participants, landlords, and service providers, including the ability to build rapport and maintain positive working relationships. • Strong organisational skills, with the ability to manage multiple priorities and meet deadlines. • Demonstrated ability to work with limited supervision. • ACT Working with Vulnerable People registration. • Demonstrated understanding of professional boundaries, privacy and confidentiality.
Desirable	<ul style="list-style-type: none"> • Demonstrated experience of at least 1 year in providing tenancy support or housing services to vulnerable participants. • Knowledge in knowing the community and mainstream support landscape for vulnerable people. • Knowledge of the Residential Tenancies Act and other relevant housing legislation. • Experience working in a trauma-informed care framework. • Experience with client management systems and case management software.
Other	<ul style="list-style-type: none"> • Ability to work outside normal business hours if required. • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: September 2024		Revised: NA		Version: V1	
Employee's name		Signature		DATE		