

Tenancy Support Officer Bendigo Independent Units

Is this you?

- Are you passionate about supporting clients and believe in second chances?
- Do you want to be a founding team member in a new program in Bendigo?
- Do you want to join a values driven Not For Profit?

At ACSO, we look for people who believe in second chances, who share our values and are passionate about supporting forensic clients to re integrate back into the community. If this sounds like you, read on!

What ACSO can offer you

- Part time, 0.6 x FTE position
- Fixed term position until May 2027 available
- Bendigo location
- Base salary between \$76,392.16 - \$81,924.96 (pro rata per annum) depending on experience + 11% superannuation + NFP salary packaging options (more after tax \$ in your pocket!)
- Annual leave loading of 17.5%
- **Learning and development opportunities** – including access to ACSO's leadership development program and a dedicated leadership coach. In house training suite of client specific training including in Trauma Informed Practice, Mental Health First Aid (MHFA), Applied Suicide Intervention Skills Training (ASIST), plus best practice training on all aspects of Diversity, Equity, Inclusion and Belonging.
- **Career progression opportunities** - leadership development programs and coaching, opportunities for internal consultancy or secondments to other programs
- **Wellbeing initiatives** – such as free flu vaccines, wellbeing and professional development vouchers, Employee Assistance Program and Reward and Recognition Program. Our employees matter!
- **Dedicated inclusion and diversity initiatives** to support employees from all backgrounds and dispositions, including specialised leave for cultural ceremonies or gender affirmation

About Us

The Australian Community Support Organisation (ACSO) is a vibrant, values driven NFP, focused on partnering with Government and the community to co-design services that create real social change. We are an organisation with a bold vision to create a safe and inclusive community

where prison truly is the last resort. Our purpose is to strengthen the wellbeing of our communities by advocating for and delivering services which divert people away from the justice system.

The Australian Community Support Organisation recognises the right to a safe and inclusive service without bias. ACSO is committed to the equitable treatment of its participants, employees and partners. We believe in humanity and celebrating the diverse voices of our community through leadership, practice and policy design, to honour and embrace diverse traditions, cultures and experiences of those we support and work alongside.

About the role and program

The Bendigo Independent Units program is a brand-new initiative that combines both ACSO housing and 1:1 targeted support via NDIS funded packages for male clients on Post Sentence Orders with the program initially funded for 12 months to accommodate and support two clients.

Working as part of a multi-disciplinary team, the Tenancy Support Officer will be responsible for providing expert knowledge and support to ensure that tenants receive the necessary tenancy assistance, resources and skills to maintain a safe, affordable, and successful tenancy and secure long-term accommodation post their tenure with ACSO. The role is responsible for managing all aspects of the tenancy lifecycle including where applicable the facilitation of eviction processes in accordance with legislative and organisational policy.

A key function of this role involves maintaining strong working relationships with internal programs, external stakeholders, real-estate agents and care team members to ensure positive outcomes for participants

The role also includes the reporting of any property maintenance / repairs to ACSO's facility management team.

What we're looking for

This role suits somebody who has established housing and/or tenancy support experience. What's most important to us is someone with the right attitude, values and who is willing to be a collaborative team member. You will have/be:

- Minimum Diploma level qualification in an area relevant to the program e.g. Disability, Justice, Mental Health, Community Services, Social Housing
- Previous experience (minimum 2 years' experience) in housing and tenancy support, case-management, or community services (essential) or related fields
- Working knowledge of tenancy legislation e.g. familiarity with the *Residential Tenancies Act 1997* (Vic) and the VCAT process is highly desirable

- Experience working with vulnerable or disadvantaged populations
- Excellent written and verbal communications skills
- Demonstrated capacity to work flexibly, possess the ability to manage competing demands, and able to effectively set boundaries and limits where required
- Strong advocacy and conflict resolution skills, specifically relating to tenancy support and ability to build positive relationships and communicate with people of diverse backgrounds and abilities

How to apply

If you think you'd be a great fit – we'd love to hear from you!

To apply and view the position description (PD), please visit our careers website and provide a copy of your resume, a brief covering letter and a document outlining responses to the selection criteria found in the PD.

As ACSO is an NDIS provider, the successful candidate must hold an NDIS Worker Screening Check Clearance before they commence employment in this position.

To learn more about this position, please contact **Catherine Nolan – Program Manager 0408 647 521**

Applications close Monday 29 June 2026

Applications may close early if a suitable candidate is found sooner, so we recommend applying early!

ACSO proudly acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and pay respect to their rich culture, lore, customs and elders past and present. We strongly embrace the spirit of reconciliation and continue working towards ensuring an equal voice of Aboriginal and Torres Strait Islanders, particularly those who have been touched by the justice system.

ACSO recognises the right to a safe and inclusive service without bias and aims to provide a safe working environment, one which seeks to protect those affected by domestic and family violence and holds those who may use domestic and family violence to account, whilst supporting positive behaviour change.

ACSO embraces diversity within its workforce and encourages applications from appropriately qualified and skilled people regardless of their background. All suitable applicants for this role will be considered regardless of age, ability, race, gender expression, sex, cultural background, spiritual beliefs or lived experience.