

Position Description

Position Title	Community Support & Engagement Officer
Who You'll Report To	Community Engagement Co-Ordinator
Where This Role Sits (Dept)	Property and Housing
Employment Instrument	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Level 4

Our Purpose

We support women in Australia to live in safe, secure and affordable homes and fostering women's leadership and working alongside them so they can build the future they want. Learn more about YWCA Australia [here](#).

Why This Role Matters

This role plays an important part in shaping Tucker St as a welcoming, connected and supportive community for women. Tucker St is an innovative housing model provided by SA Housing Trust, with YWCA partnering to deliver community support and engagement that helps tenants feel safe, included and able to participate in community life.

The Community Support & Engagement Officer helps strengthen long-term housing outcomes by building trusted relationships, encouraging resident engagement and connecting tenants with the right supports at the right time. Through practical, time-limited case work support, the role assists tenants who need additional help to sustain their tenancy, access services and build confidence, safety and independence. Working under the direction of the Community Engagement Co-Ordinator, this position also brings the Tucker St community to life through local activities, tenant engagement initiatives and responsive customer service, helping tenants, visitors and partners connect with the people, services and opportunities available through the site.

What This Role Involves

Tenant Support & Community Engagement

- Provide practical, time-limited case work support to tenants who need additional assistance to sustain their tenancy.
- Build respectful relationships with tenants and use a strengths-based, trauma-informed approach to identify needs, goals and appropriate supports.
- Connect tenants with services and pathways that support safety, wellbeing, social inclusion and economic participation, including training, volunteering and employment opportunities.

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- Support tenants to build confidence, independence and connection with the broader Tucker St community.

Community Engagement & Customer Service

- Work under the direction of the Community Engagement Co-Ordinator to provide practical support for tenant engagement initiatives, community activities, events and place-based programs aligned to community engagement principles.
- Contribute to a welcoming, inclusive and responsive environment for tenants, visitors, partners and community members.
- Provide clear information, warm referrals and practical customer service support in response to tenant and visitor enquiries.
- Promote opportunities for tenants to participate, connect and contribute to community life at Tucker St.

Partnerships, Quality & Operations

- Build and maintain effective relationships with local services, referral partners and community organisations to support positive tenant outcomes.
- Maintain accurate case notes, records and service information, and contribute to reporting, data quality and continuous improvement.
- Identify and escalate risks, complex tenant needs, tenancy concerns or site issues to support timely and appropriate responses.
- Represent YWCA Australia professionally with tenants, partners and sector stakeholders.

Team & Continuous Improvement

- Contribute to a positive, collaborative team culture and high-quality service delivery.
- Identify opportunities to improve tenant experience, service processes and community outcomes.
- Work in alignment with The Y Way and YWCA's values.
- Follow and role model safe work practices in line with legislation, YWCA policies and WHS responsibilities.
- Carry out additional duties as required, consistent with the responsibilities and classification of the role.

Capabilities And Expertise

To thrive at YWCA in this role, you will bring:

- Relevant qualifications in community services, social work, housing or a related discipline, or equivalent experience.
- Experience in brief intervention, case work or practical support with people experiencing housing stress, homelessness, domestic and family violence, trauma or disadvantage.
- Understanding of sustaining tenancies, tenant wellbeing and the importance of community connection.
- Ability to work in a trauma-informed, strengths-based and culturally safe way with diverse communities.

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- Demonstrated understanding of the needs, perspectives and experiences of the people and communities supported by this role, gained through professional, voluntary, community or lived experience.
- Strong communication, relationship-building and customer service skills, including confidence managing sensitive conversations.
- Ability to collaborate with teams, partners and referral services to support positive tenant and community outcomes.
- Sound digital literacy and the ability to manage records and information confidentially.
- A flexible, solution-focused approach and commitment to YWCA's purpose, values and ways of working.

Nice to have

- Experience in community services, housing or not-for-profit settings

More About This Role

- This role requires the team member to hold, or be willing to obtain, the following:
 - Working rights in Australia
 - A valid National Police Check
 - A state-based Working with Children Check
 - A current Driver's Licence
 - Completion of a pre-employment medical declaration, including any pre-existing injuries
- This role requires confidence in working independently for extended periods.

Last updated: July 2026

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