

Housing Officer (AO3), Townsville HSC, Northern Region, Frontline Delivery, Frontline Services

Department of Housing and Public Works



Role type

Permanent flexible full-time
36:15 per week



Annual salary

\$77,354 - \$85,833

(Based on a full-time, annual arrangement which does not include employer superannuation contributions of up to 12.75% and annual leave loading)



Division

Housing and Homelessness Services



Working relationships

Reports to: Customer Service Manager
Direct reports: 0



Job ad reference

QLD/698750/26



Closing date

Friday, 4 September 2026



Location

Townsville, QLD



Contact

Name: Cassandra Jones
Ph: 07 4724 8500

What you can expect in this role

Your role within **Housing and Homelessness Services** will support the department to deliver housing and homelessness services through Housing Service Centres. The work you will do helps someone every day, and that means the world to us.

You will provide a broad range of applicant, tenancy and property management services and advice to customers, advocates and other stakeholders.

You will provide a high quality, person-centred social housing and housing assistance service to diverse customers experiencing complex and challenging housing, and whole of life issues in person over the front counter, digitally, by telephone, correspondence, in the field and through outreach services in the community.

Field work is a regular requirement of this role. Conditions in the field are changeable and can be volatile, requiring varying degrees of vigilance and management of risk.

What you will be doing:

- Work collaboratively to respond to customers, undertake customer interviews, make referrals to support service agencies, assess new housing and bond loan applications and rental grants.
- Manage tenancy arrangements, allocations and vacancies, liaising with the community and other housing providers and ensure departmental compliance.
- Conduct home visits to properties and investigate and facilitate the resolution of any tenancy disputes and complaints as well as manage the maintenance of properties and conduct property inspections.
- Monitor and manage outstanding arrears, rent assessments, pay deductions and refunds and actioning sundry debts and collections as required.
- Use Microsoft products and other IT systems to maintain accurate customer and property records and file notes with a high level of accuracy and work output.
- Support and help maintain a workplace safety culture by ensuring that all policies and practices concerning Workplace Health and Safety are applied and a part of day-to-day operations.

What we are looking for

We are looking to find the person best suited for the role and will be considering your knowledge, skills, experience, potential for development and future contribution to the department as well as your personal qualities and how they contribute to our department's equity and diversity objectives which aim to build a workforce that reflects the Queensland community.

It is recognised that everyone is a leader regardless of classification level. Refer to the Individual Contributor stream of the [Leadership competencies for Queensland](#) framework to understand the expectations for this role.

The skills you will need include being able to:

- Manage new and unexpected events and demonstrate judgement about when to escalate issues.
- Proactively engage across government and with providers to deliver holistic responses for vulnerable customers which are person-centred in approach.
- Embrace new challenges and show resilience during times of change and uncertainty.
- Demonstrate strong skills, knowledge and expertise in service delivery with a focus on teamwork and providing person-centred solutions.
- Model professional, ethical and culturally sensitive behaviour and consistently apply those standards to yourself and others.

Mandatory Requirement

- Class C Driver's Licence

How to apply

Find out more about what we offer our employees and the recruitment and selection process, including pre-employment checks, in the Applicant Guide.

You can apply for this role by providing your current resume and a two-page cover letter outlining your skills and experience relevant to the role via the Smart jobs and careers website

www.smartjobs.qld.gov.au.

About us

As a valued employee in the Department of Housing and Public Works, you will play a vital role in delivering a range of services that make a real difference to the lives of Queenslanders. This includes supporting the Queensland Government's vision for a fair and sustainable housing system and supporting Queensland's construction sector in building government infrastructure projects in the lead-up to Brisbane 2032, and empowering young Queenslanders for a bright future.

Your role will support the department's work providing housing assistance, homelessness support services, elevating youth perspectives, boosting the night economy, managing critical procurement and supply arrangements, public works building and design, and industry regulatory reform.

You will join an organisation that is focussed on reframing the department's relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through delivering real change and real outcomes through a genuine partnership approach, Closing the Gap and building our cultural capability.

We are committed to an organisational culture that promotes human rights where people feel safe, respected, valued and engaged. We encourage applicants from all gender identities, ethnicities, ages, languages, sexual orientations and people with disability to progress our diversity commitments that aim to ensure our workforce reflects the views, experiences and backgrounds of the people of Queensland.



**Queensland
Government**

Learn more about who we are, what we do and the opportunities we offer by visiting our website www.housing.qld.gov.au.

Further information

Applications will remain current for a period of up to 12 months after the closing date of the vacancy and may be considered for other identical or similar vacancies which may be available.

We strongly encourage applicants from all life experiences and backgrounds to apply. Please let the contact person know of any adjustments that will support you during the recruitment process, such as interpreting services, physical requirements, and/or assistive technologies.

