

Tenants Advocate

Part time – 28 hours per week

Illawarra Legal Centre inc (ILC) exists to support vulnerable and disadvantaged people to access free legal services and to recognize their legal rights.

ILC's people are dedicated, driven, person focused and committed to the principles of social justice and human rights.

Tenants Advocates play a pivotal role in ILC through providing advice and information to tenants, boarders/lodgers, and park residents about their rights and obligations.

Main responsibilities:

- Provide casework services to vulnerable people requiring tenancy support
- Advocate for clients before the Civil & Administrative Tribunal
- Participate in law & policy reform
- Deliver community engagement programs that target our client base
- Provide advice and information focussed on resolving issues and increasing client capacity

Essential Criteria

- Tertiary qualifications in a relevant field (eg social science, law) or extensive experience in a relevant field (eg working with tenants).
- Exceptionally high level oral and written communication skills, including excellent grammar, proof reading, attention to detail and accuracy.
- Evidence of casework and advocacy skills.
- Working knowledge of access and equity principles.
- Demonstrated ability to work independently and as part of the broader ILC team.
- Understanding of, and sensitivity to the issues faced by people requiring Tenancy Support.
- Understanding of WHS requirements
- Competence in use of email/ internet/ and client management systems.
- Clear ability to juggle a number of assignments at a time, react quickly, prioritise tasks and organise a busy work load.
- Excellent people service skills
- Strong administration skills with record keeping, policy adherence and organisational requirements.
- Current unrestricted Driver's license and access to a comprehensively insured vehicle for work purposes.

Desirable:

- Knowledge of the Residential Tenancies Act, Boarding Houses Act, Residential (Land Lease Communities) Act and the Civil & Administrative Tribunal Act.
- Evidence of experience in community engagement.
- Evidence of stakeholder engagement and networking skills.
- Evidence of research and policy analysis skills.

Applications should be marked as confidential and addressed to:

Louise Farroway
Centre Coordinator
Illawarra Legal Centre Inc.
lfarroway@illawarralegalcentre.org.au

Applications must address the Selection criteria to be considered.

Applications close 5pm
23rd July 2021

Interviews to be held 30th of July.
Successful applicants will be notified of interview times and method via email.

ILLAWARRA LEGAL CENTRE INC

Job Description: Tenants Advocate

Statement of duties:

The Tenants Service provides free advice, information and assistance to tenants, boarders/lodgers, and park residents with a particular focus on those who are vulnerable. The Service is part of the state-wide Tenants Advice and Advocacy Program (TAAP) network.

The role of the Tenants Advocate, under the supervision of the Tenants Service Team Leader, is to provide advice and information to tenants about their rights and to advocate for them before the NSW Civil & Administrative Tribunal and in other relevant forums.

Accountability:

Tenants Advocates are ultimately accountable to the Management Committee of the Illawarra Legal Centre. On a day-to-day basis Advocates are accountable to the Tenants Service Team Leader where the Principal Solicitor retains overall responsibility for legal work and the Centre Coordinator for work practices.

Duties:

Under the supervision/guidance of the Tenants Service Team Leader the Tenants Advocate will:

Casework:

1. Provide advice to tenants, boarders/lodgers, and park residents by phone within the geographic boundary area as part of the phone advice roster.
2. Provide face-to-face advice through appointments and the drop-in service.
3. Provide casework services in line with casework guidelines.
4. Advocate on behalf of tenants, including permanent residents of parks and boarders and lodgers, with Housing NSW, community housing providers, Aboriginal Housing, landlords, real estate agents, park operators, boarding house operators, and other housing providers.
5. Assist tenants to prepare for the NSW Civil & Administrative Tribunal.
6. Undertake Duty Advocacy as required.
7. Liaise with Legal Centre workers and the TAAP network to provide an integrated approach to tenants housing and related legal issues.
8. Participate in service case conferences, network casework forums, professional indemnity insurance (PII) compliance checks and other casework strategies.

9. Participate in relevant training and professional development activities.
10. Develop and maintain referral networks for tenants within the boundary areas.

Community Engagement

11. Participate in local projects and networks that involve tenants, boarders/lodgers, and park residents, publicise the Tenants Service, strengthen links with local workers and services, improve access to the Tenants Service for specific groups, deliver community engagement programs to targeted groups and develop mechanisms that assist tenants to take action on their own matters.
12. Conduct outreach in partnership with other relevant and appropriate services.

Policy and Law Reform

13. Participate in policy and law reform activities in the TAAP, CLC, housing and local service networks and assist in the preparation of policy documents and law reform submissions as appropriate.
14. Identify policy and law reform issues arising from casework, including social housing issues, legislative reform, regional and rural issues among others.

General

15. Undertake all necessary clerical, administration and filing processes to document, file, retrieve and manage tenancy data and resources.
16. Adopt and promote the philosophy, constitution and programs of the organisation.
17. Participate in developing Centre policy in conjunction with other staff and the Coordinator.
18. Attend and participate in staff meetings.
19. Attend and participate in Management Committee meetings (attendance at every meeting is not required).
20. Participate in the staff roster for pro bono evening advice sessions in accordance with Centre policies.
21. Participate in other Centre activities as decided by staff and Management (for example, planning days, policy meetings).
22. Participate in Centre projects and working groups from time to time as decided by staff and management.

21. Undertake professional development activities as per the Centre's Staff Development Policy.
22. Participate in the recruitment, supervision and support of Volunteer Legal Assistants within the service.
23. Undertake other tasks as delegated by Management, the Centre Coordinator, Principal Solicitor and Tenants Service Coordinator.
24. Comply with relevant WH & S policies and procedures.

January 2016