

Team Leader Tenants Advocate

1 x 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 Supervision and oversight to team of Tenant Advocates
- 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) and/ or relevant experience
- Exceptionally high level oral and written communication skills, including excellent grammar, proof reading, attention to detail and accuracy.
- Experience supervising caseworkers, supporting development and performance issues.
- 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:

- Minimum 3 years experience as a Tenant advocate.
- 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.

Salary:

As per ILC Enterprise Agreement, between \$57.84 - \$59.06 per hour (subject to experience)

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.

We are reviewing applications as they come in, as the position is vacant and we seek to fill it with the right candidate.

Successful applicants will be notified of interview times and method via email.

ILLAWARRA LEGAL CENTRE INC.

Job Description: Tenants Service Team Leader

Statement of duties:

The Tenants Service provides free advice, information and assistance to tenants with a particular focus on those who are disadvantaged, in financial and social hardship. The Service is part of the state-wide Tenants Advice and Advocacy Program (TAAP) network.

The role of the Tenants Service Team Leader is to oversee the Tenancy Service under the supervision of the Centre Coordinator and Principal Solicitor, and where appropriate, the Financial Manager. The role also provides advice and information to tenants about their rights and to advocate for them before the Consumer, Trader and Tenancy Tribunal and other relevant forums.

The Tenants Service Team Leader also provides community legal education and contributes to policy and law reform projects.

Accountability:

The Tenants Service Team Leader is ultimately accountable to the Management Committee of the Illawarra Legal Centre. On a day-to-day basis, the Tenants Service Team Leader is accountable to the Principal Solicitor for legal work and the Centre Coordinator for work practices.

All Tenants Service workers meet regularly with and report to the Tenancy Subcommittee of the Management Committee.

Duties:

Casework

1. Coordinate the telephone advice roster and participate in the phone advice service.
2. Provide face-to-face tenancy advice through appointments and the drop-in service.
3. Provide casework services (as per the Casework Guidelines) to tenants.
4. Advocate on behalf of tenants with landlords, real estate agents, Housing NSW, community housing, Aboriginal housing and other housing providers and organisations as appropriate.
5. Research and prepare legal submissions for NCAT.

6. Advocate for tenants at NCAT including advocacy in conciliation hearings, directions hearings and Tribunal hearings.
7. Participate in ILC case conferences.
8. Manage staff caseloads, ensuring an equitable and reasonable distribution across the team.
9. Coordinate and participate in the checking of advice, and reporting potential issues to the Principal Solicitor.
10. Ensure casework resources such as model submissions, precedents and useful cases are maintained.
11. Participate in TAAP network casework forums and other casework strategies.
12. Under the guidance of the Principal Solicitor, coordinate the ILC TAAP response to professional indemnity and insurance (PII) compliance checks (Cross Check)
13. Liaise with Legal Centre workers and the TAAP network to provide an integrated approach to tenants housing and related legal issues.
14. Develop and maintain referral networks for all tenants within the boundary areas.

Community Legal Education

15. Plan, coordinate and participate in the presentation of community legal education projects on tenant's rights and related tenancy issues.
16. Coordinate and collaborate with other community education providers, such as the TAAP network, Legal Centre workers, TAFE and the university, to provide community legal education programs.
17. Coordinate the production of ILC TAAP publications and the development of community legal education resources.

Community Development

18. Coordinate and where appropriate participate in local projects and networks that involve tenants, publicise the Tenants Service, strengthen links with local workers and services, improve access to the Tenants Service for specific groups and develop mechanisms that assist tenants to take action on their own matters.
19. Ensure ILC TAAP participate in TAAP wide community development projects with local and regional application.
20. Coordinate and where appropriate participate in community consultations with tenants and other relevant groups.

Policy and Law Reform

21. Coordinate ILC TAAP involvement 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.
22. Identify policy and law reform issues arising from casework, including social housing issues, legislative reform, regional and rural issues.
23. Liaise with tenant services across NSW and with the NSW Tenants Union and PAVS to coordinate the development of tenancy law reform and policy.
24. Raise issues relating to tenants with the NSW Tenants Union within a Government legislative and policy context.

Project Management

25. In conjunction with the Centre Coordinator and where appropriate the Financial Manager, coordinate ILC TAAP services including:
 - Facilitate an effective and positive team environment.
 - Supervision of staff and volunteers
 - Supervision of staff expenses (ie: travel)
 - Staff development and support including staff appraisals
 - Training and professional development ensuring an equitable and reasonable distribution across the team
 - Coordination of ILC TAAP planning activities
 - Preparation of funding submissions in conjunction with Coordinator and tenancy staff
 - Represent ILC TAAP, if appropriate in dealings with government and other funding bodies. Foster and maintain relationships with these funding bodies
26. Facilitate ILC TAAP staff meetings.
27. Prepare work reports, data and other relevant information for the funding body.
28. Facilitate the development and maintenance of team and individual work plans in line with funding guidelines.
29. Work cooperatively with and maintain effective liaison with all Centre staff, and Management Committee
30. Participate in the TAAP network to ensure effective service operations including attendance at the TAAP coordinators' meeting.
31. Develop and update ILC TAAP service policies, procedures, practices and guidelines to ensure the Service provides a very high level of service and meets its funding obligations.

32. Prepare ILC TAAP reports for Centre management including monthly Centre and Service Reports, the Annual Report and other reports as required from time to time.
33. Coordinate and where appropriate undertake necessary clerical, administration and filing processes to document, file, retrieve and manage tenancy data and resources.
34. Organise and where appropriate supervise student placements, locums and volunteers in the Tenants Service as required.

General

1. Adopt and promote the philosophy, constitution and programs of the organisation.
2. Attend and participate in staff meetings.
3. Attend and participate in Management Committee meetings (attendance at every meeting is not required).
4. Participate in the staff roster for pro bono evening advice sessions in accordance with Centre policies.
5. Participate in other Centre activities as decided by staff and management (for example, planning days, policy meetings).
6. Participate in Centre projects and working groups from time to time as decided by staff and management.
7. Undertake professional development activities as per the Centre's Staff Development Policy.
8. To perform own administrative duties
9. Comply with relevant WH & S policies and procedures.
10. Undertake other tasks as delegated by management.

December 2021