

**Administration Support / Tenant Advocate**

**Greater Sydney Aboriginal Tenancy Services (GSATS)**

**St Mary’s Office**

**Fixed Term Fulltime Position**

**(12 months with a possibility of extension in line with funding agreement)**

**Applications and enquiries to:**

Susan Gibbs -Manager Tenancy (GSATS)

**EMAIL** [sgibbs\_gsats@alsnswact.org.au](mailto:sgibbs_gsats@alsnswact.org.au)

**PHONE** 02 9833 3314

***This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorised under section 14(d) of the Anti-Discrimination Act 1977.***

**Applications close at 9 am Wednesday 8, July 2020**

**PRIMARY OBJECTIVE**

The Tenancy Services **Administration Officer** is primarily responsible to:

* Provide general administrative services and support within the Tenancy Services office including but not limited to registering incoming and outgoing mail, archiving files;
* Undertake reception duties, including answering telephones and forwarding/receiving communications, including the recording and maintaining of intake files for distribution to tenancy advocates;
* Maintain the tenancy services files system and data entry as well as providing relevant forms to assist the Tenancy advocates to fulfill their roles;
* Manage appointment diaries and oversight vehicle log books and bookings.

The **Tenancy Advocate** is primarily responsible to:

* Provide support and community education to Aboriginal and Torres Strait Islander people with their tenancy matters;
* Identify the advice, advocacy and community education needs of Aboriginal tenants and implement developed strategies to assist access to the Tenancy services;
* Liaise with regional networks. other tenant related services and the Tenants Union to coordinate the delivery of Community Education services to tenants;
* Assist and support tenants who are attending the NSW Civil and Administrative Tribunal (NCAT).

**REPORTING RELATIONSHIPS**

The positionreports directly to the relevant Office Manager/Tenancy Services Manager (GSATS).

**ORGANISATIONAL ENVIRONMENT**

The Aboriginal Legal Service NSW/ACT Limited (ALS) is a public company limited by guarantee and registered charity. It is primarily funded by the Australian Government Attorney-General’s department and managed by an Aboriginal Board and governed by the ALS Company. The Company consists of thirty Aboriginal people from NSW and ACT and Company members are elected for three-year terms and represent their community.

The ALS is one of the largest Aboriginal legal practices delivering legal services to Aboriginal people in Australia. With over 200 staff, we provide information and referral, legal advice and court representation in criminal law, family law and care and protection law to Aboriginal men, women and children in 22 offices across urban, regional and remote NSW and ACT.

The ALS aims to provide culturally appropriate information and referral, legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT. We assist in criminal law, children’s’ care and protection law, and family law and we provide information and referral for civil law matters. We also assist with community legal education, custody notification and prisoner through-care in the ACT and tenancy advocacy.

The ALS is committed to achieving justice for Aboriginal people and the Aboriginal community. This is achieved by: ensuring the ALS remains committed to being community focussed; being fearless in our advocacy; accountable and ethical and aiming to make a difference to create better futures; while also acknowledging and respecting Aboriginal traditional values and cultural practices.

**The Aboriginal Tenant Advice and Advocacy Services**

The Greater Sydney Aboriginal Tenancy Service (GSATS) is based in St Mary’s and its catchment area spans from Gosford to Helensburgh and west to the Blue Mountains;

The Western Aboriginal Tenant Advice and Advocacy Service (WATAAS) is based in Dubbo and its catchment area covers as far as Broken Hill, Bourke, Walgett, Collarenebri, Lake Cargelligo, West Wyalong, Cowra and Lithgow:

1. GSATS and WATAAS provide advice, advocacy and support to Aboriginal and Torres Strait Islander people with their tenancy matters.
2. Staff provide assistance to tenants such as: telephone advice regarding the Residential Tenancy Act; negotiations with landlords; assist with applications for housing support including transfers; appeals and attendance at the NSW Civil and Administrative Tribunal (NCAT).
3. GSATS and WATAAS services along with other Aboriginal and mainstream tenancy services are funded by the NSW Department of Fair Trading via a triennial bidding funding cycle and positions are subject to the continuation of management by the ALS beyond the 3-year funding cycle.

All Tenant Advice and Advocacy Services are supported by the NSW Tenants Union (TU) and the TU role and priorities include (but not limited to):

* [informing and educating tenants](https://www.tenants.org.au/resources/all);
* [advocating for the reform of policies and laws affecting tenants](https://www.tenants.org.au/tu/policy-and-campaigns);
* [conducting strategic litigation to advance the interests of tenants](https://www.tenants.org.au/tu/strategiclitigation);
* [supporting Tenants Advice and Advocacy Services](https://www.tenants.org.au/tu/supportingtaass); and
* [training tenancy advocates and other community organisations](https://www.tenants.org.au/tu/training)

**KEY COMMUNICATIONS**

This is a key position within the ALS and high level plain English written and oral communication and delivery skills are essential to meeting the requirements of the role, as well as a hands-on practical and flexible approach to problem solving.

***Internal*:** Theposition holder will liaise closely with the Tenancy Services Manager and interact with other Tenancy services employees.

***External*:**  Externally the position holder will have regular contact with clients and potential clients requiring advocacy, advice, support, assistance and referral assistance. They will also maintain positive relationships with Fair Trading NSW, other tenancy services and staff, the NSW Tenants Union and social housing providers.

**CHALLENGES**

Major challenges faced by the position are:

* Communicating with, and advocating effectively for Aboriginal clients;
* The position holder will often operate with minimal supervision and is required to resolve problems relating to client service delivery, in consultation with the Tenancy Service Manager;
* Manage work priorities in a high-volume work environment and on occasions within very short timeframes;
* Negotiating solutions with social housing providers and Landlords/ Real Estate Agents on behalf of clients;
* Ensuring that clients and relevant stakeholders are aware of the boundaries and limitations of the Tenancy services are known so that expectations from clients of the service can be managed;
* Keeping up to date with local community issues/major trends which impact upon clients, particularly those which relate to social and affordable rental housing initiatives;
* Maintain knowledge of relevant amendments and changes to social; housing related policy and legislation;

**DECISION MAKING**

The position holder makes decisions about prioritising allocated work, ensuring timely intervention and effective administrative support.

The position holder will operate with a high level of organisational flexibility, but will consult regularly with the Tenancy Services Manager on major and overarching issues affecting tenancy services delivery. They will also consult with other tenancy services staff.

**MAJOR ACCOUNTABILITIES**

* Provide advice, advocacy and community education support for Aboriginal tenants and clients;
* Identify the appropriate advice, advocacy and community education needs of Aboriginal tenants and clients;
* Maintain community education statistics for reporting purposes and research;
* Work in a cooperative way with other staff members to provide outreach services;
* Advise the Tenancy Services Manager of any scheduled community events occurring within the services region and boundaries;
* Develop and implement strategies which give all Aboriginal tenants access to the services provided in conjunction with the Tenancy services team;
* Liaise with regional networks, other tenants service in NSW and the Tenants Union to coordinate the delivery of Community Education services;
* Provide input to the development and review of tenancy law reform and policy in consultation with the Tenants Union and other tenant services;
* Participate in training which will assist service delivery and enhance skills of advocates;
* Assist the Tenancy Services Manager to maintain and update records, data and reporting obligations in line with funding arrangements;
* Assist, support and represent tenants at NSW Civil and Administrative Tribunal (NCAT) hearings;
* Assist in the promotion and delivery of information and educational products that proactively and positively to clients, peers, landlords and relevant stakeholders on all occasions;
* Provide considered, independent, balanced and professional advice;
* Ensure all policies and practices are ethical and comply with the ALS’s policies and workplace health and safety legislation and promote the establishment of equal employment and access in accordance with agreed statutory policy;

**KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

***Essential Criteria***

* Aboriginality - this is an identified position under Section 14 (d) of the *Anti-Discrimination Act, 1977*.
* Knowledge and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities and staff.
* Understanding and appreciation of the role and functions of the Aboriginal Tenant Advice and Advocacy Services together with a good understanding of the relevant legislation and policies.
* Understanding of the public, social and private sector rental housing issues and challenges affecting Aboriginal and Torres Strait Islander people.
* Knowledge of support and referral services available to Aboriginal clients, including those which are homeless or about to become homeless and those affected by family or domestic violence;
* Experience in the preparation and delivery of Community Education including Outreach.
* Ability to work independently, to apply sound judgment when dealing with matters and experience in continuous improvement and delivery of customer service.
* Excellent communication, negotiation and problem-solving skills, self-motivated with ability to work with minimal supervision and ability to work as part of a team.
* Demonstrated commitment to the effective implementation of Workplace Health & Safety and Ethical and Diversity practices in the workplace
* Current valid unrestricted NSW Driver’s licence and a willingness to drive in metropolitan and country locations, travel intrastate and stay overnight or longer.

***Desirable Criteria***

* Previous experience working in an Aboriginal and/or Torres Strait Islander community-based organisation or working in a tenancy related service area.

**Job Notes:**

The successful applicant will need to have a willingness to drive in metropolitan and country locations as well as a willingness to travel by plane and stay overnight or longer to undertake outreach work or training, as required.

The position offered to the Employee is subject to the Employee agreeing he/she must undergo:

* Criminal History Check
* Working with Children Check

Please note that incomplete applications will not be accepted.  You must address each of the selection criteria noted in the application package.

**EMPLOYEE BENEFITS**

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| **EMPLOYEE BENEFIT** | **BENEFIT DESCRIPTION** |
| Salary grossed up due to Public Benevolent Institute status | **Salary Range**  From $53,492 to $60,463 depending on experience.    Tax concession of $15,900 per FBT year (1 April to 30 March)    Those with HEC/Help debts will beencouraged to seek tax advice before entering into these arrangements |
| 10% Superannuation | 0.5% above the current ATO requirement |
| Hours per day | 7 hours per day 9:00 am – 5:00 pm  i.e. 35 hour week fulltime employees |
| 6 days Special Leave | Leave for culturally specific occasions, moving/relocating, family reasons and bereavement is allowed up to 6 days per year (total) for all Employees, plus an additional day for all Aboriginal staff on NAIDOC Day to acknowledge the Aboriginal community based nature of our organisation |
| Christmas Closure | A number of days depending on court closures plus public holidays. Paid without leave loading and not deducted from 4 weeks annual leave. |
| 4 Weeks Annual Leave | Paid with 17.5 % leave loading |
| Long Service Leave | 13 weeks after 10 years service |
| Personal /Carers Leave | 10 days per year  Previously known as sick leave |
| Study Leave | 2 hours per week  (if requirements are met) |
| Parental Leave | Between 2 and 6 weeks paid leave depending on length of service |
| Position inclusions | May include ALS Company mobile phone |

**CHECKLIST FOR APPLICANTS:**

1. Completed ALS Application Form
2. Covering letter to application
3. A copy of an up-to-date CV
4. A statement listing the Selection Criteria and how you meet them
5. A copy of current Drivers Licence
6. Details of your Working with Children’s Check



**CONFIDENTIAL APPLICATION FOR EMPLOYMENT**

Please complete this form using either BLOCK capitals, typewritten format or electronically.

A CV or Resume will not be accepted as a substitute for this form.

This form should be signed and dated.

Information provided on this form will be used for the short-listing process. It is therefore your responsibility to ensure that you demonstrate, on this form, what makes you suitable for employment at the ALS.

ALS reserves the right to exclude any application from the selection process when the instructions outlined on this form have not been followed.

**PERSONAL DETAILS**

First Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: Date of Birth (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Telephone (Evening): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone (Day): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone (Mobile): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please provide full details of any previous names: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**POSITION APPLIED FOR:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you hear about the job vacancy? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please name the source Eg. ALS Website, Facebook, ALS Employee, SMH, OUR MOB.com, Ethical Jobs, Koori Mail, AMS Notice Board, RRR Law Website, Community Notice Board, SEEK, other.*

**DRIVERS LICENCE**

Do you have a current valid Driver’s Licence? Yes No

**If yes, please provide a copy of your Driver’s Licence with this Application Form.**

**HEALTH**

Do you have any medical conditions or disabilities which the ALS should be aware of?

This question is asked to enable consideration to be given to the provision of **CONFIDENTIAL** assistance to you, if you request such assistance. This would be to your benefit in the event of an emergency. (Optional)

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**CONVICTIONS**

Have you been charged or convicted of a criminal offence, a child related offence, or a domestic violence offence? Yes No

If yes, give details:

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Please provide all details if you are currently subject to any Court Order (including an Apprehended Violence Order or interstate/overseas equivalent).

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***It should be noted that convictions for certain offences do not necessarily deter an applicant from obtaining employment.***

**REFEREES**

***A WRITTEN REFERENCE FROM THE TWO REFEREES IS PREFERRED.***

Please give details of two referees from any suitable person (over 18 years and not related to you). Please note your referees may be contacted prior to any interview being offered. This does not guarantee an interview being offered.

**Referee One:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email (Essential): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Referee Two:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email (Essential): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DECLARATIONS**

I hereby certify that the information I have provided on this form and in the attached documents is true and correct in every respect.

I hereby certify that if I am successful in obtaining a placement at ALS, I will comply with all lawful and reasonable directions from my manager.

I hereby certify that by signing this application form that I authorise the ALS to contact either by letter, telephone or any other means, any person/organisation that the ALS considers necessary to confirm any of the information I have provided in this application form. I also acknowledge that, if necessary, the ALS may need to obtain other information about me, for example conducting a Criminal Reference Check / Working with Children Check.

**I understand that any misrepresentation by me will lead to the withdrawal of any offer of employment or my employment being terminated.**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**YOUR CHECKLIST**

I have attached:

* A covering letter to my application.
* A copy of my up-to-date Resume.
* A statement responding to the Selection Criteria.
* The ALS Application form.
* A copy of my Driver’s Licence / or another form of identification.
* Details of my Working with Children’s Check.
* All of the above as one attachment.