



POSITION DESCRIPTION – INTERNATIONAL STUDENT OUTREACH WORKER

Who we are

Tenants Victoria is the specialist tenancy law community legal centre in Victoria. We provide legal assistance to tenants and advocate for reform to residential tenancy law and practice. Through our education and training programs we support other community agencies to build capability to assist their clients.

We provide a tenancy law advice line, email advice, negotiation assistance, representation and advocacy. We also provide a rooming house outreach service which visits residents of rooming houses, and provides them with practical assistance, information and referrals. Many of these residents have other complex needs in addition to their precarious housing. They are the people least likely to access mainstream advice services. The international student outreach program is a newly funded program which aims to build on and extend this existing outreach model to international students.

Our office is based in Fitzroy, Melbourne. However due to COVID-19 restrictions, much of our work is currently done from home.

Position details

Job title	International Student Outreach Worker
Purpose	This is a new role that will be responsible for development and delivery of an accessible and effective outreach program to international students living in rooming houses, in partnership with relevant tertiary institutions and community organisations. The outreach program aims to deliver accessible and appropriate support to international students living in rooming houses and similar accommodation through the provision of information about their rights, referrals (including to legal advice) and other practical assistance.
Scope	<ol style="list-style-type: none"> 1. To develop and implement an effective and accessible program of outreach visits to international student rooming houses. 2. To develop robust partnerships and networks with tertiary institutions and community support organisations that support this work. 3. To provide high quality, accessible and relevant information, referrals and practical assistance to international students during outreach visits.

	<p>4. To assist in the resolution of systemic issues with international student rooming houses through the identification and reporting of systemic issues identified through outreach visits and client contact.</p>
Contract term	12 months – three days/week (0.6 FTE), 7.5 hours/day
Reports to	Director of Legal Services
Direct reports	0
Key responsibilities	<ul style="list-style-type: none"> • To develop, ensure continuous improvement and effectively implement a program of outreach visits to international student rooming houses and similar accommodation. • To develop partnerships and networks with tertiary institutions and community support organisations as part of this work. • To develop promotional material for the program and an assistance assessment tool specific to international students, to be used by the program to assess legal and other support service need. • To provide relevant information, referrals and practical assistance to international student residents during outreach visits. • To identify and refer clients requiring further assistance to the Tenants Victoria Legal Service (or other support services) as required. • To identify systemic issues affecting international students through outreach visits and client contact. • Properly maintain advice notes, casework files and service data in accordance with Tenants Victoria policies, procedures, service guidelines and other requirements. • Achieve key performance activity levels and goals within the limits set from time to time by Tenants Victoria. • Perform other duties as directed by the Director of Legal Services.
Skills, knowledge & attributes	<ul style="list-style-type: none"> • Develop and maintain thorough and current knowledge of tenancy law, social housing policies and procedures and other relevant legislation.

	<ul style="list-style-type: none"> • Behave at all times in a manner consistent with our purpose, values, and policies and procedures. • Demonstrate strong client engagement skills and ability to handle challenging situations with sensitivity and tact. • Develop and maintain knowledge of best practice regarding trauma informed and culturally safe service delivery. • Ability to work at times with minimal supervision but to consistently consult and report appropriately. • Demonstrate a flexible and collaborative approach to working with other staff and external stakeholders. • Demonstrate capacity to provide creative solutions to improve effectiveness of service delivery for clients. • Proactively manage workload and self-care. • A commitment to social justice.
General duties	<ul style="list-style-type: none"> • Commitment to the purpose and values of Tenants Victoria. • Work cooperatively with all staff members to advance the organisation and strengthen the service delivery model. • Assist with continuous improvement of Tenants Victoria. • Participate effectively in Tenants Victoria planning initiatives, policy and procedure development, and strategic projects as required. • Develop and strengthen networks, engage the support and involvement of a range of individuals and organisations. • Participate in meetings (internal and external) as required.
Special requirements	<ul style="list-style-type: none"> • The worker must have a valid driver's licence and their own vehicle which they can use for work purposes. • The worker must undertake a Police Check and Working with Children Check prior to employment.

<p>Key Selection Criteria – Mandatory Skills and Experience</p>	<ol style="list-style-type: none"> 1. At least 2 years’ demonstrated work experience as a social worker, advocate, outreach worker, case manager, or other support worker assisting clients experiencing vulnerability and disadvantage. 2. Demonstrated high level project management experience. 3. Demonstrated high level communication (oral and written) and listening skills. 4. Demonstrated high level interpersonal, liaison, and teamwork skills. 5. Ability to work with minimal supervision and effectively manage competing demands, including knowing when to escalate matters to a supervisor. 6. Proven experience in balancing a high volume caseload coupled with strong administrative, organisational and IT skills, including a high level of competence in the use of information databases and the Microsoft suite (Excel in particular). 7. Demonstrated commitment to social justice and the rights of tenants.
<p>Key Selection Criteria – Desirable Skills and Experience</p>	<ol style="list-style-type: none"> 1. Social work, community development or other relevant qualification. 2. Experience working with non-English speaking clients, and international students in particular, including knowledge of service delivery through translating and interpreting services. 3. Experience with development of programs relating to homelessness, housing or tenancy. 4. Experience as a solicitor advocate before VCAT or the Magistrates Court. 5. Experience working in the not-for-profit sector, and familiarity with Community Legal Centres (CLCs) and their functions.
<p>Salary & conditions</p>	<p>Salary equivalent to Social, Community, Home Care and Disability Services (SCHADS) Award Level 4. Generous salary packaging available, together with annual leave loading, bonus leave over Christmas to New Years, and the option for flexible work arrangements.</p>

This position description outlines the current responsibilities of the position. These will be reviewed regularly with the staff member and are subject to change according to the needs and priorities of Tenancy Victoria.