



# Redfern Legal Centre

## Tenancy Advisor

### SELECTION CRITERIA

#### Essential

1. Commitment to social justice and tenants' rights
2. Demonstrated experience and skills in casework and client advocacy
3. Excellent verbal and written communication skills
4. Experience working with, and understanding the needs of, people who face disadvantage when it comes to accessing legal and other services
5. Ability to work independently, take initiative, take on responsibility and work cooperatively in a community organisation

#### Desirable

6. Working knowledge of residential tenancy laws and social housing policies.
7. Demonstrated experience writing submissions or publications from a legal, policy or educative perspective
8. Demonstrated experience in negotiation and the ability to communicate effectively with government agencies, community organisations and the public
9. Ability to speak a relevant community language

**Redfern Legal Centre welcomes applications from Aboriginal and Torres Strait Islander people, people from diverse cultural backgrounds and people with disability.**

# Redfern Legal Centre

## Job Description

### Tenancy Advisor

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<b>Accountability</b>	<b>Chief Executive Officer</b>
<b>Supervisor</b>	<b>Team Leader   Tenancy Team</b>
<b>Client Target Groups</b>	<b>Tenants in the Sydney and parts of the Bayside and Inner West LGAs and International Students throughout NSW</b>
<b>Scope</b>	<b>This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan.</b>

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#### **Preamble**

Redfern Legal Centre promotes social justice through:

- providing free legal advice, legal services and education to disadvantaged people in New South Wales, and to groups who advocate for them
- participating in activities which reduce inequalities and defects in laws, the legal system, and administrative and social practices that impact on disadvantaged people.

#### **Statement of Shared Philosophy and Values**

To achieve its purpose, Redfern Legal Centre:

- is committed to reducing social inequities and systemic barriers to people enforcing their rights
- works with clients so they can assert their rights
- focuses on preventative measures
- seeks new and better ways of providing legal services to its clients
- is flexible in its service so that it remains responsive to changing community needs
- involves the community in its service operation and development
- strives to be non-discriminatory in its service delivery
- advocates for the public interest through issues which affect the wider community or significant sections of the community
- maintains its political independence

- uses its resources efficiently and effectively
- seeks excellence in its operation and accountability to its community and funders

### **Common staff responsibilities**

Along with all other staff, the worker will be responsible for the following:

- participation in the supervision of the front office as required,
- the carriage and conduct of the work of other staff during periods of leave
- provision of regular reports to management and staff meetings as required
- assistance with the general day to day administration of the Centre
- attendance and participation in staff meetings, policy and staff days
- assist in the preparation of submissions and reports to funding bodies, as required, including the maintenance of statistics
- carry out such other duties as may be reasonably required by the management of Redfern Legal Centre.

### **Specific Position Duties**

#### **1. Casework :**

- Conduct telephone and face-to-face advice, referrals and casework to tenants in our catchment area, and to International Students with tenancy issues throughout NSW, in line with the service's policies and procedures.
- Assist caseworkers in the preparation of matters for the NSW Civil and Administrative Tribunal or Housing Appeals Tribunal (including submissions).
- Provide direct advocacy on behalf of tenants to landlords, real estate agents and social housing providers as directed by caseworkers.
- Participate in identification of systemic advice and advocacy needs of tenants in the region, and International Students throughout NSW, and assist the tenancy team in developing strategies to address those issues, in line with the service's policies and procedure.
- Participate in the implementation of access and equity principles to ensure the service is accessible to high needs groups.
- Ensure accurate record keeping of advice and collection of statistical data of clients.

#### **2. Policy, Law Reform, Resource Development and Community Legal Education**

- Assist in the assessment of the systemic needs of tenants in the area, and tenancy issues commonly faced by International Students, and assist in designing community education programs to help address these needs.
- Assist in preparation of policy responses to systemic and law reform needs of tenants as required (including policy submissions).

- c) Develop and maintain along with other members of the tenancy team information and resources in relation to the rights of tenants under the law.

This job description will be subject to regular review or at the request of the worker. It will not be varied without discussion with the worker and management.

Last reviewed: October 2021