

Redfern Legal Centre

Job Description

Tenant's Advocate

Fixed term position

Accountability	Chief Executive Officer of Redfern Legal Centre
Supervisor	Tenancy Coordinator / Principal Solicitor
Status	Fixed-term, full or part-time (to be negotiated)
Client Target Groups	Tenants in the Sydney, Leichhardt, Botany LGA's, tenants with high needs
Scope	This document provides the broad parameters of the position and should be read in conjunction with the Annual Work Plan.

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
- working to 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

RLC believes that all members of staff should contribute to the administration and development of the organization. Along with other staff, the worker will be required to:

- Supervise the front office, including the following:
 - supervision and training of volunteers
 - provision of emergency telephone advice
 - advice and assistance to Centre clients
 - assessment of client intake
 - review of files
- undertake the carriage and conduct of the work of other staff during periods of leave
- provide regular reports to management and staff meetings
- assist with the general day to day administration of the Centre as required
- attend 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
- liaise and network with other professionals in the area
- carry out such other duties as may be reasonably required by the Tenancy Coordinator, Principal Solicitor or CEO of Redfern Legal Centre

Specific Position Duties

Advice and Casework

- Conduct telephone and face-to-face advice, information and referrals to tenants in our catchment area, in line with the service's policies and procedures.
- Advocate for and provide representation to tenants in our catchment area, including the preparation of appeals to Housing Providers and the Housing Appeals Committee.
- Prepare for and provide representation to tenants in matters before the NSW Civil and Administrative Tribunal and the Appeal Panel of the NSW Civil and Administrative Tribunal (and, if required, assist on matters in other jurisdictions) in line with the service's policies and procedure.

- Conduct casework and advice at the Centre's outreach services, including duty advocacy at the Sydney Registry of the NSW Civil and Administrative Tribunal, as required.
- Ensure accurate record keeping of advice and collection of statistical data of clients.

Policy, Law Reform, Resource Development and Community Legal Education

- Assist in the assessment of the systemic needs of tenants within our catchment area and assist developing strategies to address those issues
- Deliver community legal education in conjunction with other workers to tenants within our catchment area, particularly high needs groups.
- Assist in the drafting and preparation of legal resources, publications, case studies and articles that are relevant to tenants' rights.
- Assist in the preparation and drafting of policy and law reform submissions
- Assist in other projects aimed at improving tenants' rights and reducing unfairness and inequality in the law as required by the Tenancy Coordinator

General

- Assist in tasks shared by all staff
- Attend regular file intake, casework, team and staff meetings as required.
- Attend regular training and professional development as required.
- Liaise with other agencies, including the Tenants' Union and other Tenants' Advice and Advocacy Services, and represent the Centre at the Tenants' Advice and Advocacy Program (TAAP) network meetings as required
- Participate in the development and implementation of access and equity principles to ensure the service is accessible to high needs groups.
- Comply with Occupational Health and Safety and access and equity standards.
- 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: November 2016