



**Redfern  
Legal  
Centre**

**Position Description  
Independent Tenant Advocate**

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**Sydney based  
Full Time with part time considered, 12-month contract  
Supervision: Tenancy Team Leader**

**1 Redfern Legal Centre**

Redfern Legal Centre is a non-profit community legal centre that promotes social justice and creates change. We provide free legal advice, legal services and education to people experiencing disadvantage in New South Wales. We drive innovation and change through policy and law reform work to address inequalities in the legal system, policies and social practices that cause disadvantage.

We provide effective and integrated free legal services that are client focussed, collaborative, non-discriminatory and responsive to changing community needs - to our local community as well as state-wide. Our specialist legal services focus on tenancy, credit, debt and consumer law, financial abuse, employment law, international students, First Nations justice, police accountability, and provide outreach services including through our health justice partnership.

Redfern Legal Centre's Inner Sydney Tenancy Advice and Advocacy Service is a busy and dynamic service that works with First Nations tenants, and tenants experiencing disadvantage, in public and private housing in Inner Sydney. We work to prevent homelessness and ensure tenants have safe and affordable housing.

**2 Waterloo South Renewal**

Waterloo South social housing is being redeveloped and tenants are being relocated to facilitate this redevelopment. Relocation of tenants in Waterloo South will happen in stages. This means not all tenants will move at the same time. Tenants will:

- Receive at least six months' written notice before needing to move
- Be given the opportunity to stay in the local area
- Have the right to return to Waterloo once the development is complete.

Waterloo South demographics include 62% of households with tenants aged 55+, 19% First Nations tenants, and 22% of households that have lived in their homes for 20+ years. Waterloo social housing also includes a significant number of tenants from non-English speaking backgrounds, including those who speak Chinese, Vietnamese and Russian.

### **3 Position Overview**

The Independent Tenant Advocate will provide support to social housing tenants who are being relocated as part of the renewal of the Waterloo South Estate. The Independent Tenant Advocate will provide independent guidance and support to tenants, attend meetings with tenants, liaise with Homes NSW relocation officers, advocate for tenants to ensure their relocation reflects their needs and ensures their wellbeing.

The Independent Tenant Advocate will assist tenants to understand their rights, confirm their individual housing needs, connect with support services and advocate with Homes NSW to ensure the relocations process is positive and equitable.

This role requires a strong commitment to social justice, knowledge of housing rights and policies, and an ability to work empathetically with public housing tenants facing relocation.

The Independent Tenant Advocate will work collaboratively with other local services and with Redfern Legal Centre staff including the First Nations Engagement Worker to deliver culturally safe and appropriate services to Waterloo South tenants.

The role will be based in Redfern and may be required to travel locally to meet with tenants, attend meetings, and liaise with Homes NSW and other stakeholders.

### **4 Position Responsibilities**

- 4.1** Provide assistance to social housing tenants to ensure the relocations process is positive and equitable.
- 4.2** Provide support and advice to ensure tenants understand the relocation process, their options and their rights under current housing laws and policies.
- 4.3** Assist tenants in negotiating with Homes NSW and Community Housing providers to secure housing that meets their needs and circumstances.
- 4.4** Assist tenants to prepare for meetings with Homes NSW and attend individual meetings and interviews between tenants and Homes NSW to provide support and advocacy.

- 4.5** Work collaboratively with Homes NSW and local services to develop and distribute plain-language materials (fact sheets, guides, FAQs) that explain the relocation process, tenant rights, and available supports – including in community languages and in culturally appropriate designs and formats
- 4.6** Work collaboratively with local organisations to facilitate information sessions or workshops to assist tenants to understand the details of the relocation process, including timelines, available assistance, and the applicable laws and policies.
- 4.7** Assist tenants in accessing additional support services such as financial counselling, health and other support services.
- 4.8** Provide feedback to local authorities, housing providers, and other stakeholders based on tenants' experiences and concerns, contributing to best practice relocation practices.
- 4.9** Represent tenants' interests in meetings with local government, housing authorities, and other key stakeholders involved in the redevelopment process.
- 4.10** Contribute to Redfern Legal Centre through attendance at staff meetings, contribution to board and funding reports, assistance with intake including intake supervision shifts, and contribution to the effective implementation of our Reconciliation Action Plan.

## **5 Knowledge, skills and experience**

### **Essential**

- 5.1** Minimum of two years of experience in tenant advocacy, social work, or a related field.
- 5.2** Strong knowledge of tenant rights and social housing policies.
- 5.3** Excellent communication skills, with the ability to explain complex housing and legal concepts to tenants in plain language.
- 5.4** Ability to build trust with tenants and demonstrate sensitivity and empathy in supporting people through a difficult process.
- 5.5** Demonstrated ability to advocate effectively with government agencies and other stakeholders for positive outcomes to ensure wellbeing for people.
- 5.6** Strong organisational skills and the ability to manage diverse commitments.
- 5.7** Ability to work independently and as part of a team, with strong self-motivation and initiative.

- 5.8** Experience working with, and an understanding of, the needs of people of culturally and linguistically diverse backgrounds, First Nations people, people with disabilities or other communities who face disadvantage in access to legal or other services.

### **Desirable Attributes**

- 5.9** A degree or certification in social work, community development, law or a related field is preferred but not essential.
- 5.10** Fluency in a second language (e.g., Mandarin, Russian, or other community language) is an asset.

## **6 Conditions**

Salary and benefits: \$94,344.82 - \$112,785.89 depending on qualifications and experience.

Superannuation is paid in addition and salary packaging is available.

In addition to being a flexible workplace, Redfern Legal Centre offers a 35-hour working week, time in lieu options and a paid end of year closure of two weeks (including public holidays) on top of four weeks annual leave.

As a Public Benevolent Institution, Redfern Legal Centre offers staff generous salary packaging options. The tax savings for a staff member choosing to take full advantage of the salary packaging option mean that their take home salary may be increased by up to \$6,000 per annum.

## **7 Applications**

Applications close: **Wednesday 19 February at 9am.**

Redfern Legal Centre is a diverse and inclusive workplace that offers flexible working conditions and supports wellbeing.

We offer an additional two week's shutdown at the end of the year in addition to four weeks' annual leave, generous training opportunities, professional debriefing to ensure a trauma informed service and flexible working arrangements including time in lieu.

We strongly encourage applications from First Nations applicants, people from diverse cultural backgrounds and people with disability.

Non-lawyers must comply with s 121 of the Legal Profession Uniform Law.

**Please apply by 9am, Wednesday 19 February**

Your application should be no more than six pages long and must include:

- a cover letter;
- your resume; and
- a statement addressing the **Essential Knowledge Skills and Experience Criteria** in the position description.

Apply via the link in the job advertisement.

Inquiries should be directed to [catherine@rlc.org.au](mailto:catherine@rlc.org.au).