

SCHEDULE 1 – Position Description

Your duties and responsibilities will include the duties and responsibilities set out in this Schedule and such other duties and responsibilities requested by MLC from time to time.

Position title	Junior Tenants' Advocate
Reports to	Principal Solicitor and Senior Tenants' Advocate or as delegated.
Staff Management	N/A
Type/Hours	Casual, up to 35 hours per week, from Monday to Friday between the hours of 8am and 8pm, hours and days to be agreed.
Terms and Conditions of Employment	As contained in the letter of offer and as per <i>Marrickville Legal Centre Enterprise Agreement 2017-2018</i>
Role overview	<p>Marrickville Legal Centre offers free legal advice and assistance to the community of the inner-west, south-west, southern suburbs of Sydney, and beyond. There are 1.5 million people living in our key catchment: that's 30 percent of Sydney's total population.</p> <p>Marrickville Legal Centre solicitors and advocates provide access to justice through the provision of legal services, law reform and community legal education, particularly for people who are disadvantaged by their social and economic circumstances.</p> <p>The primary aim of the tenancy service is to help vulnerable renters and social housing tenants from within the Inner West and Northern Sydney to assert and advance their rights, assisting them to control and resolve their own disputes. The tenancy services provide legal information and advice as well as duty advocacy and representation for vulnerable tenants at NCAT. The service also engages in law reform and policy work to address systemic disadvantage and provides legal education to community workers.</p> <p>This position is specifically for the provision of tenancy services in the area of tenancy services. The Junior Tenancy Advocate will work under supervised guidance within clearly defined guidelines and undertake a range of activities requiring the application of basic acquired skills and knowledge pertaining to tenancy. This position is primarily responsible for intaking and triaging tenancy clients for the tenancy services. It involves managing the voicemails and web enquiries of the tenancy services and will also involve the provision of information, referrals, advice, legal tasks, and casework.</p>
Essential skills	<ul style="list-style-type: none"> • Prior experience working or volunteering in a CLC or equivalent not for profit organisation. • Experience in client and or customer facing roles • Ability to manage customer expectations. • Ability to supervise and train volunteers. • Penultimate LLB or GDLP – good to have. • Commitment to social justice and tenant's rights. • Sound knowledge of legislation relating to tenants, boarders, residential parks and the NSW Civil and Administrative Tribunal. • Ability to advocate for vulnerable and disadvantaged clients • Proactive and independent attitude and result oriented approach. • Flexible, adaptable, able to challenge the status quo, and the ability to work as a team to deliver the best possible outcome for the community. • Ability to present complex legal and other information clearly, accurately and in a way that can be understood by our clients.
About Marrickville Legal Centres Goals	Marrickville Legal Centre's vision is to promote social justice through the provision of free and accessible legal and related services to people who experience social and economic disadvantage. Each and every team member has a role to contribute to our strategic pillars:

	<ul style="list-style-type: none"> • For all people: We're proud to stand alongside individuals who are disadvantaged by our justice system, helping them toward better & fairer outcomes. • For progress: We work with community partners to make sure the voices of disadvantaged people are heard in the processes that lead to policy reform. • For working together: We are proud to bring people together to promote justice and protect human rights. • For lasting change: We aim to resolve any immediate legal issues, and to link our clients to resources and services that will support them towards positive and lasting change in their lives, and in our community.
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Roles and Responsibilities		
Area	Key activities	Measures
Primary Responsibilities	<ul style="list-style-type: none"> • Oversee the Tenancy services response to initial inquiries for assistance from members of the public, including: <ul style="list-style-type: none"> ○ Making an initial assessment of legal and non-legal issues presented by people making initial inquiries of the Centre; ○ Identifying issues in relation to which the Centre can provide assistance; ○ Providing information and advice in relation to tenancy issues which do not require an appointment, ○ Making appropriate service appointments; ○ Making appropriate referrals for individuals seeking assistance beyond the scope of that provided by the Centre; and ○ Ensuring that all relevant data is entered into CLASS, critically information and referral data that will form your service deliverables. • Ensuring that the voicemails, web enquiries and other requests for tenancy assistance are entered/cleared by the end of the day. • Under general guidance, provide information, advice, assistance, and referrals for IWTAAS/NSATS clients. • Developing and promoting the IWTAAS/NSATS and delivering legal services and community legal education as part of those programs. • Organising legal and non-legal resources for IWTAAS/NSATS and ensuring case law summaries are kept up to NCAT. • Ensure that the CLC Risk Management Guide requirements for all aspects of legal advice and casework are adhered to. • Ensure file records and statistical data on client contacts are accurately recorded. • Ensure MLC is delivering legal advice to the community in line with the performance measures stipulated in the • Organise and record all official documents required to file cases. 	

Working cooperatively within a team, exchanging information and supporting other members of the Tenancy team in order to ensure consistent service delivery.

Tenancy Advice and Casework

Assist MLC's Tenancy Team to:

- a. Provide high quality legal advice, assistance and referrals for clients;
- b. Undertake legal casework in accordance with MLC casework policy, or as directed;
- c. Conduct litigation;
- d. Brief counsel and pro bono solicitors, as required; and
- e. Provide advice, support and assistance to other staff.

Community Legal Education and liaison

Assist the MLC tenancy team with:

- a. Providing legal education and training;
- b. Contributing to legal education publications for community members, legal practitioners and community workers assisting socially and economically disadvantaged people;
- c. Liaising with community organisations, court/tribunal staff and other stakeholders as appropriate. This may include working on weekends or out of usual hours to attend community events; and
- a. Assist in designing the tenancy services' community legal education strategy to meet the needs of clients in the catchment area
- b. Collaborating and engaging with external legal and community services providers to ensure advocacy of emerging and critical tenancy law matters.

Organisation Expectations

Governance and Accountability

- a. Adhere to MLC Constitution, philosophy, policies and procedures including state and federal legislation, funding body service agreements, the National Association of Community Legal Centre's Risk Management Guide and industry standards;
- b. Document work in line with required standards;
- c. Undertake data collection;
- d. Perform all reasonable duties requested by the Principal Solicitor or Assistant Principal Solicitor; and
- e. Attend supervision sessions.

Occupational Health and Safety

All employees will understand and comply with the WHS Policy and participate and support the implementation of the WHS Policy.

Skills set (Advanced, Proficient, and Novice):

Legal practice area	Novice	Adaptability to change	Proficient
Social work	N/A	Independent and self-starter	Proficient
Case management	Novice	Ethics	Advanced
Results oriented	Proficient	Teamwork	Advanced
Client communications	Advanced	Communication	Advanced
Management capability	Proficient	Interpersonal skills	Advanced