

<b>Position title</b>	Tenants' Advocate
<b>Level</b>	MLC Band 4, Pay Point 4
<b>Reports to</b>	Senior Tenancy Advocates, Assistant Principal Solicitor
<b>Staff Management</b>	N/A
<b>Type/Hours</b>	Fixed Term (up to 9 months), Part-time employee, 35 hours per week.
<b>Role overview</b>	<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 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 legal services (legal advice, casework and representation) in the area of tenancy services.</p>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>• Completed a Certificate IV in Community Services or equivalent Tenants Union training (desirable)</li> <li>• Experience in client and or customer facing roles.</li> <li>• Penultimate LLB or GDLP – good to have.</li> <li>• Commitment to social justice and tenant's rights.</li> <li>• Strong knowledge of legislation relating to tenants, boarders, residential parks and the NSW Civil and Administrative Tribunal.</li> <li>• Experience advocating for vulnerable and disadvantaged tenants, boarders and lodgers in courts and tribunals.</li> <li>• Proactive and independent attitude and result oriented approach.</li> <li>• 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.</li> <li>• Ability to present complex legal and other information clearly, accurately and in a way that can be understood by our clients.</li> </ul>
<b>About Marrickville Legal Centres Goals</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• <b>For all people:</b> We're proud to stand alongside individuals who are disadvantaged by our justice system, helping them toward better &amp; fairer outcomes.</li> <li>• <b>For progress:</b> We work with community partners to make sure the voices of disadvantaged people are heard in the processes that lead to policy reform.</li> <li>• <b>For working together:</b> We are proud to bring people together to promote justice and protect human rights.</li> <li>• <b>For lasting change:</b> 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.</li> </ul>

<b>Roles and Responsibilities</b>	
<b>Area</b>	<b>Key activities</b>
<b>Case work responsibilities</b>	<ul style="list-style-type: none"> <li>• Under general guidance, provide information, advice, assistance, representation and referrals for IWTAAS/NSATS clients.</li> <li>• Developing and promoting the IWTAAS/NSATS and delivering legal services and community legal education as part of those programs.</li> <li>• Ensure that the CLC Risk Management Guide requirements for all aspects of legal advice and casework are adhered to.</li> <li>• Ensure file records and statistical data on client contacts are accurately recorded.</li> <li>• Ensure MLC is delivering legal advice to the community in line with the performance measures stipulated in the</li> <li>• Organise and record all official documents required to file cases.</li> <li>• Working cooperatively within a team, exchanging information and supporting other members of the Legal team in order to ensure consistent service delivery and ability to step in to cover gaps in other jurisdictions as and when required.</li> </ul>
<b>Customer, stakeholder and advocacy responsibilities</b>	<ul style="list-style-type: none"> <li>• Assist senior staff in undertaking community legal education activities</li> <li>• Collaborating and engaging with external legal and community services providers in order to ensure advocacy of emerging and critical tenancy matters.</li> <li>• Direct the research, analysis, interpretation, and delivery of high quality strategic and operational legal, policy, regulatory and compliance advice and support services, and resolve complex and sometimes unchartered legal issues to enable the execution of policy, program and service delivery strategies.</li> <li>• Anticipate and keep informed of Government direction and the implications for legislation and for organisational activities to develop and respond to legislation and generate innovative solutions to legal matters which lack precedence.</li> </ul>
<b>Operational responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure that the CLC Risk Management Guide requirements for all aspects of legal advice and casework are adhered to.</li> <li>• Ensure file records and statistical data on client contacts are accurately recorded.</li> <li>• Privacy / data protection: ensuring compliance with law and internal policies with regard to client and case information.</li> <li>• Regulatory: ensuring your appropriate licences are obtained and maintained.</li> </ul>
<b>Work, Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Comply with the WH&amp;S Policy and applicable regulatory and organisational WH&amp;S rules and requirements.</li> <li>• Participate in WH&amp;S training programs and take personal responsibility for own safety.</li> </ul>