



metro assist

## Tenancy Intake Worker

**Part Time 24 hours per week**

- **Competitive salary and attractive not-for-profit salary packaging options**
- **Convenient location based in Campsie, Sydney NSW 2194**
- **Flexible working conditions**

Metro Assist, a not for profit organisation is seeking a motivated Tenancy Intake Worker to join the Southern Sydney Tenants Advice and Advocacy Service, a project that forms part of our Tenancy and Financial Inclusion Team.

### **About the role**

The purpose of the position is to provide telephone information to residential tenants on their rights and obligations. The Service provides information to private tenants, social housing tenants, boarders and lodges and residents in residential parks.

Southern Sydney TAAS is funded by NSW Fair Trading as part of the Tenancy Advice and Advocacy Programme. The NSW TAAAP programme is a statewide programme that provides for 15 generalist TAAP services across the state; 4 specialist Aboriginal services and 1 statewide specialist service; the NSW Tenants' Union. As a generalist TAAP Service, SSTAAS provides a telephone information line; and a limited tenant advocacy service and community education.

The telephone Intake Worker will provide telephone information to tenants on their rights and obligations; and will refer those tenants needing intensive assistance to the tenant advocates within the SSTAAS team. The position requires extensive telephone work; a good working knowledge or capacity to gain knowledge of the range of residential tenancies in NSW; and the legislation and policies that inform those rights and obligations. The position also requires knowledge of a range of organisations where tenants can be referred to for supplementary or alternate support, and meticulous attention to maintaining data entry.

The successful applicant will also benefit from ongoing professional development opportunities

### **ESSENTIAL SELECTION CRITERIA**

1. Tertiary qualifications in Social Work, Social Science, Paralegal Studies or relevant studies (minimum Diploma level).
2. Demonstrated experience and skills in effective telephone communication skills.
3. Thorough working knowledge of residential tenancies including relevant legislation and policies in NSW that cover private tenants, social housing tenants, boarders and lodgers, and residential parks.

4. High level of verbal and written communication skills.
5. Demonstrated ability to comply with record keeping (online and paper based), accountability and reporting requirements of the program.
6. Strong interpersonal skills and demonstrated experience in developing team relationships within a team and cross-team environment.
7. Demonstrated skills in effective time and workload management.
8. Ability to work independently and within boundaries.
9. Prepared to undergo a Police and Working With Children Check.

#### **DESIRABLE SELECTION CRITERIA**

1. Bilingual or bicultural background.

#### **HOW TO APPLY**

**Applications close 14 February 2018** and must be submitted to: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)

Your application must address each of the selection criteria and include:

- A cover letter
- Statement against selection criteria
- A current resume including your full name, postal address and contact number
- Two of the most recent work-related referees stating names, positions and contact details

For enquiries regarding this position, please contact Michelle Aldred on (02) 9789 3744 or email: [recruitment@metroassist.org.au](mailto:recruitment@metroassist.org.au)