



metro assist

POSITION DESCRIPTION

Tenancy Intake Worker

Employment Status	Part Time Fixed Term 24 hours/week
Industry Award	SCHCADS Award Level 4
Reporting to	Manager, Tenancy & Financial Inclusion
Directly reports	Nil
Area of Work	Bankstown, Canterbury, Hurstville, Rockdale, Kogarah and Sutherland LGA's
Office Location	Head Office - Campsie NSW
Probationary Period	6 Months
Conditions	Employment for this position is subject to a Working with Children and Police check.

Position Summary

Southern Sydney Tenants Advice and Advocacy Service provides information and advice to tenants on their rights and obligations as residential tenants. The primary function of the Service is the delivery of a telephone information service to tenants within the identified catchment area. This service is supplemented by a limited casework service which can include representation to the The NSW Civil and Administrative Tribunal (NCAT) and Housing Appeals Committee (HAC), or advocacy on behalf of tenants to formal complaint bodies such as the NSW Ombudsman or Registrar of Community Housing. The Service provides assistance to a range of residential tenants including those in the private rental market; social housing; tenants in residential parks; boarders and lodgers.

Tenant advocates are required to remain informed of any program, policy, legislative and service changes as they develop, and adhere to both the Program and Metro Assist reporting requirements.

KEY RESPONSIBILITY AREAS

CORE RESPONSIBILITIES	ROLE REQUIREMENTS	KEY PERFORMANCE INDICATORS (KPI)	WEIGHTING
<p>Vision, Mission and Values</p>	<ul style="list-style-type: none"> • Has a working knowledge of the Centre's vision, mission and values; and its application within the community context. • Has a general knowledge of administrative functions within the organisation; and of network services, and referral agencies. • Has a working knowledge of the functions of other projects within the Tenancy and Financial Inclusion Team. 	<ul style="list-style-type: none"> - Understands and articulates the significance of Centre's Vision, Mission and Values. - Makes effective referrals to other areas and programs; and external services. - Feedback from client surveys and stakeholders. - Adheres to identified targets in program workplans. 	<p>Not applicable</p>
<p>Practices / Safety / Standards</p>	<ul style="list-style-type: none"> • Understands the importance of Policies and Procedures, Code of Conduct and all relevant government legislation (eg: WH & S) and relevant standards. Is able to apply to the position. • Understands the importance of SSTAAS policies and standards, and TAAP program guidelines, and seeks assistance when necessary. • Has an understanding of the Service's standards in relation to client representation and conflict of interest. 	<ul style="list-style-type: none"> - Is conversant with Centre's procedures, Codes of Conduct and relevant legislation and safe work practices. - Is conversant with the TAAP programme's policies and procedures. - Effectively applies program guidelines and work practices to an appropriate level. - Participates in risk assessments and OHS training and activities. - Feedback from clients and stakeholders. 	

Leadership/Teamwork	<ul style="list-style-type: none"> • Able to work with minimal supervision and escalates issues as appropriate. • Works collaboratively within the Southern Sydney Tenants Advice and Advocacy Service, and with the broader Tenancy and Financial Inclusion Team. • Participates in providing solutions to problems within their specific areas of responsibility. • Has knowledge of conflict resolution as a tool within the work environment. 	<ul style="list-style-type: none"> - Participates in team meetings, team planning and in implementing team activities in a timely and effective manner. - Adheres to timeframes identified in workplans. - Demonstrates initiatives as appropriate and participates in team problem-solving. - Adopts a collegiate approach to case work and work management. - Feedback from team members and supervisor 	
Continuous Improvement	<ul style="list-style-type: none"> • Suggest changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation/processes. • Participates and contributes to the development of innovative approaches to client service delivery. • Identifies problems in relation to client service delivery and able to identify the consequences in relation to service 	<ul style="list-style-type: none"> - Identifies and recommends changes to procedures, protocols and work systems. - Contributes to discussions around client service practices and trends. - Attends training and workshops and keeps work knowledge up to date. - Actively participates in SSTAAS and T&FI team meetings; and participates as required in TAAP Network meetings and TAAP bbs. 	

	delivery, and seek appropriate assistance.		
Interpersonal Skills and Communication	<ul style="list-style-type: none"> • Deals regularly and promptly with correspondence, telephone or IT enquiries from partners; clients; suppliers or external organisations. • Able to resolve conflict with assistance. • Uses positive engaging techniques when dealing with clients, staff, partners and external organisations. • Deals with emerging crises as appropriate and seeks more experienced support where necessary. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> - Communicates effectively and in a timely manner with partners, clients, stakeholders, and respects confidentiality. - Is aware of organisational protocols in relation to TAAP program communication and conflict resolution, and followed when required. - Is able to show empathy and use assertive and listening skills when dealing with clients and staff. - Feedback from internal and external stakeholders. 	
Experiences/Qualifications/Professional Development	<ul style="list-style-type: none"> • Minimum TAFE course in relevant studies; or equivalent knowledge and experience. • Must have completed or willing to complete the Tenants Union training, Tenancy Advice and Advocacy. 	<ul style="list-style-type: none"> - Presents qualifications and experience as part of the recruitment process. - Participates in professional development opportunities in line with Metro Assist policies and procedures; and TAAP program guidelines. 	

FUNCTIONAL RESPONSIBILITIES			WEIGHTING
Client Services	<ul style="list-style-type: none"> • Understands that services are delivered to clients in accordance with client-focus principles. • Understands that the role of the intake officer is to provide tenancy information to clients, and identify those matters that require referral to a Tenant Advocate. • Able to provide referrals to other services as appropriate. • Assists the Service to maintain a list of alternate service providers, including legal, emergency accommodation and community welfare. • Ensures clients have access to the Service's and Centre's complaint processes. 	<ul style="list-style-type: none"> - Can provide tenancy information in accordance with the principles of plain English. - Uses good listening skills to ensure that the needs of the client are identified as part of the information provided. - Ensures that the service is accessible and provides a safe and friendly environment to clients. - Has a working knowledge of complex clients needs and utilises appropriate tools and protocols to assist in delivery of services such as TIS, TTY and disability support arrangements. - Makes appropriate and effective referrals to internal and external services and programs. - Adheres to relevant policies and guidelines relating to clients consent, and authorities to act; and clients understand the advice provided and action to be taken in relation to CTTT or HAC applications, or complaints to bodies such as the NSW Ombudsman. - Makes appropriate judgement on client 	

		<p>intake and eligibility, and seeks assistance where necessary.</p> <ul style="list-style-type: none"> - Feedback from clients and stakeholders. 	
Tenancy Information	<ul style="list-style-type: none"> • Has well developed oral communication skills so as to identify complex tenancy issues and provide appropriate responses and referrals. • Understands and maintains an up to date knowledge of legislation and government policies relevant to residential tenancies, and resolving disputes between tenants and landlords. • Understands the different forms of information and advice provided by the Service, and the TAAP program; and where that information can be located. • Have knowledge of the different forums needed to resolve issues for tenants; including NCAT, HAC, Fair Trading Compliance, NSW Ombudsman or Registrar Community Housing. • Maintain a resource kit for clients, and for use by Tenant Advocates that includes factsheets, relevant copies of application forms and websites; updated notices of changes to legislation, social housing policies and community services/emergency accommodation 	<ul style="list-style-type: none"> - Provides telephone advice as required in accordance with the Service's telephone roster. - Completes all essential training provided by the NSW Tenants Union as the TAAP Program Co-ordinating body. - Attends training sessions offered by the NSW Tenants Union, Legal Aid Commission and other registered training bodies as and when required. - Regularly participates in casework discussions and team meetings; and updates on relevant legislation provided through the TAAP BBS. - Attends TAAP Network and other forums as and when necessary. - Maintains a folio of appropriate resource material to be provided to tenants. - Discusses case allocation and caseload with Manager. 	

	<p>services within the catchment area.</p> <ul style="list-style-type: none"> • Assist in maintaining filing system for casework. 	<ul style="list-style-type: none"> - Provides timely reports to Manager as requested. - Feedback from clients and stakeholders. 	
Record Management	<ul style="list-style-type: none"> • Has a capacity to develop a thorough working knowledge of the CDS (TAAP) system. • Has a thorough understanding of the need for record keeping and filing systems. 	<ul style="list-style-type: none"> - Enters client information onto the CDS (TAAP) database daily. - Uses the telephone message book or record keeping system used by SSTAAS during each telephone shift or when recording telephone messages. - Opens and maintains files in accordance with MetroAssist and TAAP's policies on client files and record keeping. - Feedback from clients and stakeholders. 	
Compliance/Reports	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Assists with the implementation of new/amended compliance and reporting requirements. 	<ul style="list-style-type: none"> - Provides timely and accurate reports, case notes and data to the Manager, Tenancy and Financial Inclusion Team. - Informs Managers of issues as they arise and/or during supervision sessions. - Is aware of, and able to articulate program and operational changes. 	

		<ul style="list-style-type: none"> - Feedback from staff, Department and other stakeholders. 	
Business Communications	<ul style="list-style-type: none"> • Prepares short reports and accurate case notes. • Liaises and participates in discussions with team members. • Deals with routine enquiries from Metro Assist and external organisations. • Acts as minute secretary at meetings. 	<ul style="list-style-type: none"> - Responds in a timely and efficient manner to emails, memos and correspondence. - Shares information with team members and other staff, and identifies opportunities as appropriate to reinforce and promote the program and its activities to clients and stakeholders through a range of mediums (eg: print, website, newsletters). - Is able to write and maintain minutes of meetings. - Participates as a minute secretary in team meetings as per the roster. - Feedback from staff and stakeholders. 	
<u>Special Projects/Tasks</u> As and when required by [Executive Officer/Manager/Team Leader]	<ul style="list-style-type: none"> • As and when required by the Manager work on specific projects/events related to the core functions of SSTAAS/TAAP program. 	<ul style="list-style-type: none"> - Satisfactory completion of tasks/role within defined scope, specification, time frames and budget. 	

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Date Prepared/Updated *30 January 2018*

Approved *Board of Directors*

Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____