

Tenancy Assistance and Advocacy Program Worker Position Description

Role Details:

Position Title	Tenancy Assistance and Advocacy Program (TAAP) Worker
Reporting to	Team Leader
Liases with internally	All staff
Liases with externally	Consumer Affairs Victoria Victorian Civil & Administrative Tribunal (VCAT) Consumers & Stakeholders of the Organisation Victorian Tenants Union (VTU)
Purpose of the Position	The Tenancy Assistance and Advocacy Program (TAAP) is administered by Consumer Affairs Victoria and delivered Statewide. The TAAP worker provides a quality tenancy service to financially disadvantaged Victorians and victims of family violence through information and referral, negotiation and Victorian Civil and Administrative Tribunal (VCAT) assistance, including advocating for tenants at VCAT hearings.
Hours	
Salary/Rate	Social, Community, Home Care and Disability Services Industry Award – Level 4.
Essential Criteria	<ol style="list-style-type: none"> 1. Demonstrated knowledge and application of the Residential Tenancies Act 1997, and ability to effectively convey tenant’s rights and responsibilities to others. 2. Knowledge and experience of VCAT processes and procedures- knowledge of common procedures and rules and experience in completing relevant forms and VCAT procedures. 3. Communication skills (verbal and written) - ability to communicate effectively and confidently, from providing advice to clients face to face and/or via telephone, to representation before VCAT members. 4. Negotiation skills -capacity to negotiate and encourage collaborative resolutions to problems and disputes. 5. Demonstrated ability to enter accurate, detailed and timely casework data. 6. Organisational skills – capacity to effectively manage a varied caseload and work with minimal supervision. 7. Ability to understand, interpret and apply relevant legislation including Privacy, Anti-Discrimination, Equal Opportunity during the course of daily work. 8. Client focused – ability to empathise with clients, deliver a high

	<p>standard of customer service and pursue the best possible outcomes for them. The ability to instill mutual trust and confidence in clients , colleagues and stakeholders and act in a fair and ethical manner</p> <p>9. Current driver's licence.</p>
Preferred Criteria	<ol style="list-style-type: none"> 1. Knowledge of the public, private and community housing sectors. 2. Sense of humour
Behaviours Required	<ol style="list-style-type: none"> 1. Teamwork 2. Equality, Honesty and Integrity 3. Self-motivation and flexibility 4. Client Focus
Key Performance Indicators	<ul style="list-style-type: none"> • Adhere to provisions outlined in the TAAP service requirements and operational guidelines (100%). • Receivership of completed client feedback forms (50%) • Weekly contact with open clients minimum. Contact could be in person, via phone, post or attempted contact. • All referrals received are acknowledged, recorded and prioritised accordingly (100%) • If advocate is unable to attend VCAT, request for support from the Housing Support Team, from the relevant Team Leader and provide preparatory information and briefing in advance. • Provide CSM with accurate monthly data on service hours by the end of the first week of the following month. • Complete accurate quarterly reports and email to CSM by the end of the second week of the following month. • Complete accurate six-monthly narrative and training reports and email to CSM by the end of the second week of January and August respectively. • Participation in organisational and team meetings. • Adhere to the values of the organisation (100%)

Responsibilities

Tasks	Focus Areas
Information Management	<ul style="list-style-type: none"> • Provide accurate tenancy information to tenants and family violence victims. • Prepare letters, documents and application forms on behalf of clients. • Assist clients by reviewing and explaining documents, and by providing information and advice on their rights and responsibilities and processes. • Refer clients to relevant support service (e.g. Centrelink, emergency relief, housing support, legal advice and financial counselling) where appropriate.
Dispute Resolution	<ul style="list-style-type: none"> • Negotiate with landlord, real estate agents or other parties on behalf of tenants.
VCAT Support	<ul style="list-style-type: none"> • Attend and advocate on behalf of clients at VCAT hearings. Maintain up to date knowledge of relevant legislation, procedures and practices and referral options for clients in relation o tenancy matters and family violence.
Reporting Requirements	<ul style="list-style-type: none"> • Maintain up- to–date and accurate records, including case files and case work data. Prepare accurate quarterly client data and six monthly narrative reports.
Networking	<ul style="list-style-type: none"> • Build and maintain effective professional networks to assist in delivery the services of the program.
Team Work	<ul style="list-style-type: none"> • Work towards maintaining and improving office and organisational culture, supporting team members and communicating effectively with colleagues, managers, stakeholders and clients.
Broader Activities of BeyondHousing	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to Human Resources policies including , Anti-Discrimination, Code of Conduct, Harassment and Equal Opportunity policies • Adhere to workplace Health and Safety policies and proactively contribute in maintaining a safe and clean work environment. • Display a positive attitude and be an active member of the team. • Treat others with respect. • Attend and participate in regular supervision sessions with your Team Leader/Manager • Attend and contribute at team and all of staff meetings • Follow lawful direction provided by senior members of the team • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instruction for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

Instruction for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Register the signed Position Description on the Staff File Database.
4. Place the signed copy of the Position Description on the staff file.