**Intake Support Officer - Dubbo**

***This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorized under section 14(d) of the Anti-Discrimination Act 1977.***

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| **Contract type** |  Full time 6-month fixed term contract with possibility of an extension |
| **Salary range** | $66,105 |
| **Location** | Dubbo |
| **Submit applications to** | Susan GibbsALS ATAAS Program Manager**E** susan.gibbs@alsnswact.org.au**T** 02 9833 3314 |
| **Applications close** | 5pm Monday 14 February, 2022 |
| **Recruitment notes** | The successful applicant will need to have a willingness and ability to travel to regional and metropolitan locations, conferences (local and interstate) and events. This may include overnight stays. It is a condition of employment that All ALS employees are required to be fully vaccinated against COVID-19.The position offered to the Employee is subject to the Employee agreeing to a Police Check and a Working with Children Check.  |
| **Employee benefits** | ***Salary Sacrificing***At the time of advertising, the ALS is deemed to be a Public Benevolent Institution. As a result, the ALS currently offers the option of Salary Sacrificing a portion of an Employee’s salary (Salary Packaging). Salary Packaging allows employees to elect an amount, up to the annual Australian Taxation Office limit (currently $15,900 per FBT year), to be deducted from their before tax salary. Salary Sacrificing is dependant on the Employee’s personal circumstances, the ALS cannot provide financial advice.  |
| **Application sections and checklist** | Before submitting your application please make sure you have completed all the requirements of the application. 1. Completed ALS Application Form
2. Cover Letter detailing how you meet the selection criteria
3. Up to date Resume / Curriculum Vitae (CV)
4. A copy of your current driver’s license
5. A copy of your Working With Children’s Check
6. A copy of your COVID-19 vaccination certificate
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| **Position Description** | The Position Description can be found at the end of this document.  |

**ALS Employment Application Form**

This form must be completed by all applicants.

By submitting this application, you are acknowledging that the information provided on this form and in the attached documents is true and correct.

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| **First name** |  |
| **Last name** |  |
| **Preferred name** |  |
| **Phone number**  |  |
| **Email address**  |  |
| **Residential address** |  |
| **Have you attached a copy of your current drivers’ licence?**  | ***Yes*** ***No*** |
| **Have you attached a copy of your COVID-19 vaccination certificate?**  | ***Yes*** ***No*** |
| *Due to the nature of our work many of our positions require Employee’s to obtain and maintain a satisfactory Working with Children Check, National Police Check and a Criminal Police Check.*  |
| **Do you consent to undertaking a Police Check?** *Please note that not all items which appear on a Police Check will prevent a person from obtaining employment.* | ***Yes*** ***No*** |
| **Do you consent to undertaking a Working with Children Check?**  | ***Yes*** ***No*** |
|  |  |
| *All employees must provide details of two (2) Referees who are able to provide feedback on your past employment experience.* *If you do not have an employment references, please provide the details of 2 people who are able to act as a Referee. These people should not be relatives.*  |
| **I give consent to the ALS contacting the Referees listed below in relation to my application** | ***Yes*** ***No*** |
| *If you have answered “No”, please provide a reason* |  |
| **Referee One**  |
| **Name** |  |
| **Phone number**  |  |
| **Email address** |  |
| **Working relationship** |  |
| **Referee Two** |
| **Name** |  |
| **Phone number**  |  |
| **Email address** |  |
| **Working relationship** |  |

|  |  |
| --- | --- |
| **How did you hear about this position?** *For example:* *ALS Website, Facebook, ALS Employee, Ethical Jobs, Koori Mail, Community Notice Board etc*  |  |

**POSITION DESCRIPTION**

**Western Area Aboriginal Tenancy Services (WAATAS) – Dubbo Office**

**Fixed Term (6 months) Full time Position (with a possibility of extension in line with funding agreement)**

***This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorised under section 14(d) of the Anti-Discrimination Act 1977.***

**PRIMARY OBJECTIVE**

The Tenancy Services **Intake Support Officer** is primarily responsible to:

* Complete comprehensive intake including registering intakes s with tenants that present to ALS ATAAS Services including capturing relevant personal information and information and evidence relating to their tenancy matter e.g overview of issues, photo’s etc
* Input new tenant matters into database
* Present tenant intake data to tenant advocate as part of case worker meeting.
* Partner with a range of support agencies to develop resources that support tenants during intake process
* Provide general administrative and reception services and support within the Tenancy Services office when required to cover periods of leave and absence
* High quality and accurate recording and maintaining of intake files for distribution to tenant advocates.
* Maintain the tenancy services files system and data entry as well as providing relevant forms to assist the Tenancy advocates to fulfill their roles.
* Assist tenancy and support team with community engagement activities as directed

**REPORTING RELATIONSHIPS**

Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO).

The positionreports directly to the relevant Program Manager ALS ATAAS Services.

**ORGANISATIONAL ENVIRONMENT**

The ALS aims to provide culturally appropriate information and referral, legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT.

The ALS is committed to achieving justice for Aboriginal people and the Aboriginal community. The ALS remains committed to being community focussed; being fearless in our advocacy; accountable and ethical and aiming to make a difference to create better futures; while also acknowledging and respecting Aboriginal traditional values and cultural practices.

The Aboriginal Legal Service NSW/ACT Limited (ALS) is a public company limited by guarantee and a registered charity.

**The Aboriginal Tenant Advice and Advocacy Services**

The Greater Sydney Aboriginal Tenancy Service (GSATS) is based in St Mary’s and its catchment area spans from Gosford to Helensburgh and west to the Blue Mountains.

The Western Aboriginal Tenant Advice and Advocacy Service (WATAAS) is based in Dubbo and its catchment area covers as far as Broken Hill, Bourke, Walgett, Collarenebri, Lake Cargelligo, West Wyalong, Cowra and Lithgow.

1. GSATS and WATAAS provide advice, advocacy and support to Aboriginal and Torres Strait Islander people with their tenancy matters.
2. Staff provide assistance to tenants such as: telephone advice regarding the Residential Tenancy Act; negotiations with landlords; assist with applications for housing support including transfers; appeals and attendance at the NSW Civil and Administrative Tribunal (NCAT).
3. GSATS and WATAAS services along with other Aboriginal and mainstream tenancy services are funded by the NSW Department of Fair Trading via a triennial bidding funding cycle and positions are subject to the continuation of management by the ALS beyond the 3-year funding cycle.

ALS ATAAS Services are supported by the NSW Tenants Union (TU) and the TU role and priorities include (but not limited to):

* [informing and educating tenants](https://www.tenants.org.au/resources/all);
* [advocating for the reform of policies and laws affecting tenants](https://www.tenants.org.au/tu/policy-and-campaigns);
* [conducting strategic litigation to advance the interests of tenants](https://www.tenants.org.au/tu/strategiclitigation);
* [supporting Tenants Advice and Advocacy Services](https://www.tenants.org.au/tu/supportingtaass); and
* [training tenancy advocates and other community organisations](https://www.tenants.org.au/tu/training)

**KEY COMMUNICATIONS**

This is a key position within the ALS and high level plain English written and oral communication and delivery skills are essential to meeting the requirements of the role, as well as a hands-on practical and flexible approach to problem solving.

***Internal*:** Theposition holder will liaise closely with the Tenancy Services Manager and interact with other Tenancy services employees.

***External*:**  Externally the position holder will have regular contact with clients and potential clients requiring advocacy, advice, support, assistance and referral assistance. They will also maintain positive relationships with Fair Trading NSW, other tenancy services and staff, the NSW Tenants Union and social housing providers.

**DECISION MAKING**

The position holder makes decisions about prioritising allocated work, ensuring timely intervention and effective administrative support.

The position holder will operate with a high level of organisational flexibility, but will consult regularly with the Tenancy Services Manager on major and overarching issues affecting tenancy services delivery. They will also consult with other tenancy services staff.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

Perform responsibilities to a high standard within agreed timelines and in line with ALS vision, mission and values.

* Complete comprehensive intake with tenants that present to ALS ATAAS Services
* Present intake data to Manager ALS ATAAS Services
* Develop resources that support tenants during intake process
* Provide general administrative services and support within the Tenancy Services office including but not limited to registering all intakes
* Undertake reception duties, including answering telephones and forwarding/receiving communications, including the recording and maintaining of intake files for distribution to tenant advocates.
* Maintain the tenancy services files system and data entry as well as providing relevant forms to assist the Tenancy advocates to fulfill their roles;
* Manage appointment diaries and oversight vehicle log books and bookings.
* Assist tenancy and support team with community engagement activities
* Work in a cooperative way with other staff members to provide outreach services;
* Develop and implement strategies which give all Aboriginal tenants access to the services provided in conjunction with the Tenancy services team;
* Liaise with regional networks, other tenants service in NSW and the Tenants Union to coordinate the delivery of Community Education services;
* Participate in training which will assist service delivery and enhance skills of advocates;
* Assist Program Manager ALS ATAAS Services to maintain and update records, data and reporting obligations in line with funding arrangements;
* Assist in the promotion and delivery of information and educational products that proactively and positively to clients, peers, landlords and relevant stakeholders on all occasions;
* Provide considered, independent, balanced and professional advice;
* Ensure all policies and practices are ethical and comply with the ALS’s policies and workplace health and safety legislation and promote the establishment of equal employment and access in accordance with agreed statutory policy;

**KNOWLEDGE, SKILLS AND EXPERIENCE**

***Essential Criteria***

* Aboriginality - this is an identified position under Section 14 (d) of the *Anti-Discrimination Act, 1977*.
* Knowledge and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities and staff.
* Understanding and appreciation of the role and functions of the Aboriginal Tenant Advice and Advocacy Services together with a good understanding of the relevant legislation and policies.
* Understanding of the public, social and private sector rental housing issues and challenges affecting Aboriginal and Torres Strait Islander people.
* Knowledge of support and referral services available to Aboriginal clients, including those which are homeless or about to become homeless and those affected by family or domestic violence;
* Experience in the preparation and delivery of Community Education including Outreach.
* Ability to work independently, to apply sound judgment when dealing with matters and experience in continuous improvement and delivery of customer service.
* Excellent communication, negotiation and problem-solving skills, self-motivated with ability to work with minimal supervision and ability to work as part of a team.
* Demonstrated commitment to the effective implementation of Workplace Health & Safety and Ethical and Diversity practices in the workplace
* Current valid unrestricted NSW Driver’s licence and a willingness to drive in metropolitan and country locations, travel intrastate and stay overnight or longer.
* The position offered to the Employee is subject to the Employee agreeing he/she must undergo both a Criminal History Check and Working with Children Check
* Double vaccinated against COVID-19

***Desirable Criteria***

* Previous experience working in an Aboriginal and/or Torres Strait Islander community-based organisation or working in a tenancy related service area.