

Position Title	Tenant Advocate or Solicitor
Salary Range	<p>\$55,000 - \$64,999 (SCHDSI Level 3-4)</p> <p>Salary dependant on restrictions and experience, the role would suit a graduate or restricted practitioner or paralegal tenant advocate</p> <p>Salary Packaging available</p>
Position Status	Short term contract to 30 June 2019, position may potentially continue dependent on funding.
Position reports to	Principal Solicitor
Primary Responsibilities	Provide telephone advice to residential tenants in Western Australia, and contribute to the casework and community legal education services of Tenancy WA.

Advocacy:

- Provide telephone advice to private and social housing tenants in Western Australia, on a roster with other staff
- Provide referrals to tenant advocacy services and to other appropriate services
- Work with supervising solicitors to ensure that high quality advice is provided in accordance with Tenancy WA policies and procedures
- Provide duty advocate services in the Magistrates Court
- As directed by the Principal Solicitor, provide support to tenant advocates and community workers on tenancy related matters.
- As directed by the Principal Solicitor undertake case work and provide support in test cases

Community Legal Education

- Contribute to the development and promotion of community legal education initiatives
- When required facilitate and present community legal education courses.

Administration and Reporting

- Assist in preparing both internal and external reports.
- Maintain client records and client data bases as required
- Assist in tasks shared by all staff
- Assist in training of new staff and volunteers when required.

Agency Responsibilities:

- Participate in team meetings, planning and review activities.
- Implement policies and procedures and act in accordance with agency values
- Contribute to the development of the agency
- Carry out other duties, consistent with your skills, as directed by the Manager and/or Principal Solicitor.

SELECTION CRITERIA**Essential:**

- Demonstrated commitment to the principles of social justice and human rights
- Knowledge of the rights and responsibilities of all tenants; or willingness to learn and a demonstrated capacity to work with legal concepts.
- Demonstrated capacity for excellent oral and written communication, with the ability to understand and convey complex details in conversation with people with: English as a second language, mental illness, functional illiteracy and people under pressure.
- Demonstrated ability to work independently and as part of a team
- Demonstrated ability to meet deadlines and to produce outcomes with quality output
- Well developed interpersonal skills, including conflict resolution skills and the ability to work under the supervision of the Principal Solicitor
- Excellent organisational, time management and file management skills.

Desirable:

- Demonstrated experience in advocacy, mediation and negotiation
- Experience working in a community legal centre or community based environment
- Sound knowledge of the Residential Tenancies Act of Western Australia, and/or Housing Authority Public housing policies