



## **POSITION DESCRIPTION**

### **Tenancy Trainer and Educator**

Melaleuca Refugee Centre (MRC) provides counseling and early settlement support services to people of refugee background and facilitates community development programs in the areas of cultural transition, strengthening families and peace leadership. Thus Melaleuca takes an integrated approach to supporting people from refugee backgrounds.

MRC is the lead provider of services to people from refugee backgrounds in the NT and is the Northern Territory member of the *National Forum of Australian Services for Survivors of Torture and Trauma (FASSTT)*.

The agency is led by the CEO, supported by the leadership team, and governed by a Governing Board. The Governing Board is responsible for organisational governance, strategic policy and planning.

### **Early Settlement Support Program**

MRC provides settlement services under the **Humanitarian Settlement Services (HSS)** program for people granted permanent Australian residency as Humanitarian entrants and for people on Bridging Visas assessed for settlement services. Humanitarian entrants to the NT are granted residency based on one of the following Permanent Resident subclass visas:

- Refugee Visa (Subclass 200)
- Refugee (Woman at Risk) (Subclass 204)
- Special Humanitarian Visa (Subclass 202)

MRC assists people arriving in Darwin to ensure their initial settlement support needs are met. MRC provides settlement services to approximately 100 new arrivals each year, including case management, health education, housing and tenancy support. All humanitarian entrants are also supported by our volunteer social support program.

## **THE ROLE**

The Tenancy Trainer and educator will operate as part of the housing team in the Early Settlement program.

The role will assist the housing team to work with clients across all areas of the housing program to ensure clients are educated and assisted to secure Long Term accommodation.

The role will successfully work with clients to ensure they are aware of their rights and responsibilities when renting property, applying for bond assistance and paying rent.

The Support and Housing worker will work in collaboration with the property manager to determine clients status in relation to references for clients in securing this accommodation and work with the entire Settlement team to determine suitability for specific long term accommodation based on need.

## **KEY RESPONSIBILITIES**

- Develop and deliver tenancy training
- Develop and deliver support process for clients
- Educate clients on lease agreements, condition reports and rental payments
- Assist clients to meet with Territory Housing and fill out application forms for housing and bond assistance
- Assist clients to source and secure long term accommodation
- Assist clients to complete forms for Centrepay rent payments
- Assist clients to attend viewings for rental properties (sometimes after hours)
- Assist clients with reference letters
- Assist Settlement staff to prepare for new arrivals when necessary

## **ORGANISATIONAL MAINTENANCE**

- Attendance at training courses and conferences as required
- Work co-operatively as a member of the Melaleuca team
- Participate in supervision and debriefing as required
- Maintain files and records and fulfil data collection and recording requirements of Melaleuca Refugee Centre
- Attend staff-related meetings, training, team building and other forums where relevant
- Undertake other duties as required

## **Selection Criteria**

### **Essential:**

- Excellent cross-cultural communication skills
- Strong advocacy skills
- Experience in an education or training context and an ability to facilitate workshops
- Good understanding of tenancy agreements and tenants' rights and responsibilities
- Ability to liaise with agencies, landlords or government housing authorities
- Capacity to understand tenancy agreements and tenants' rights and responsibilities
- Ability to work cooperatively as a member of a team
- Willingness to work within program and budgetary constraints
- Willingness to keep abreast of relevant legislation
- Demonstrated ability to prioritize and work within tight deadlines
- Computer literacy and ability to work with Microsoft suite of programs

### **Desirable:**

- Experience delivering training in a cross-cultural context
- Demonstrated understanding of issues facing newly arrived refugees
- Experience in practical household maintenance work
- Knowledge of the Australian government's humanitarian policies and programs
- Previous experience in working with interpreters
- Relevant qualifications in working cross culturally

**Licences/clearances (essential):**

1. A current driver's license
2. A current NT Ochre Card (Working with Children clearance)
3. A satisfactory national criminal history report

**CONDITIONS**

**Accountability**

The Tenancy Trainer and Educator reports to the Settlement Team Leader.

**Contract Period**

There will be a probationary period of three months, on satisfactory completion of which there will be formal confirmation of the position. The position occupies a 12 month contract subject to available funding.

**Hours of work**

This position is fulltime (38 hours per week). There is a time-in-lieu arrangement for out-of-hours work. Annual Leave is calculated on a pro rata basis.

**Travel**

Melaleuca Refugee Centre does have vehicles which are shared between positions. If the use of the staff-member's own vehicle is ever necessary for work-related travel, reimbursement will be made on a per kilometer basis.

**Salary**

Salary is \$61,354.80 FTE per annum depending on qualifications, experience and demonstrated ability according to the Melaleuca Refugee Enterprise Agreement 2011. Salary packaging benefits are available.

**HOW TO APPLY**

Please visit the Melaleuca Refuge website: [www.melaleuca.org.au](http://www.melaleuca.org.au). Click on *About* then *Employment* pages to obtain an Application Cover Sheet.

Applications should comprise:

- A Melaleuca application cover sheet (from the *Employment* webpage)
- A cover letter and your CV/Resume
- A 2 page Statement of your Claims against the Criteria. Please include details of at least two referees, ideally recent supervisors.

**NOTE: Applications that do not address the selection criteria will not be considered.**

To enquire about this role contact Sarah Kavanagh on 8985 3311 or email applications to [admin@melaleuca.org.au](mailto:admin@melaleuca.org.au).

The **closing date** for applications is **Sunday 10<sup>th</sup> July 2016.**