# Position Description

This position description is available in large print and other accessible formats upon request.

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| **Position Title** | Renters Rights Service Intake & Triage Worker |
| **Directorate / Service / Program** | Client Services, Youth Housing & Southwest Housing Services, Adult Housing |
| **Reports to** | Team Leader, Adult Housing |
| **Location** | Warrnambool |
| **Classification** | Social, Community, Home Care and Disability Services Industry Award Level 5 |
| **Date Revised** | October 2026 |

## About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

**Our Purpose:** Supporting people, strengthening communities.

**Our Vision:** A fair, safe and inclusive community where everyone can thrive.

**Our Values:** Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

**To learn more about Meli please visit our website www.meli.org.au**

## Position Overview

The Renter Rights Service (RRS) is administered by the Department of Government Services and provides renters with local place-based services across the 17 service areas that make up Victoria, ensuring that renters can access advocacy support services to resolve issues in their renting arrangements. The RRS is one stream under the broader Victorian Renter Rights Program (VRRP), a statewide coordinated service system for Victorian renters also including:

- The Victorian Renter Helpline;
- The Renter Central Service; and
- The Older Persons Housing Rights Service.

Working within defined policies, procedures and program guidelines the RRS Intake & Triage Worker focuses on building client capability through provision of information,

resources and practical assistance to renters experiencing housing insecurity, financial disadvantage, family violence and other vulnerabilities, whilst contributing to a collaborative, coordinated and effective service system across the VRRP.

## Key Accountabilities

**Duties of this position may include, but are not limited to the following:**

- Analyse complex client circumstances and develop appropriate responses and respond to enquiries in a timely, respectful and professional manner.
- Conduct initial screening and needs assessment to determine eligibility and urgency, including risk and safety indicators and vulnerabilities, and appropriate support options.
- Interpret and apply legislation, policy and practice frameworks, including CAV program guidelines and the Residential Tetnancies Act. Exercise professional judgement in complex service delivery matters and determine service eligibility, urgency and priority in accordance with program guidelines and organisational procedures.
- Provide clear and accurate information about service eligibility, waiting periods and referral options.
- Accept referrals including from other VRRP services
- Triage and refer clients to the appropriate support as soon as possible in accordance with relevant VRRP guidelines
- Manage intake waitlists and follow-up processes, ensuring timely communication with clients
- Support coordinated service allocation, appointment management and waitlist processes.
- Make recommendations regarding service provision and intervention strategies through the facilitation of referrals to internal programs and external services suited to the client's needs and circumstances.
- Negotiate outcomes with stakeholders and service providers and build and maintain effective relationships with internal program teams and referral networks
- Develop and maintain detailed knowledge of internal services, community supports, eligibility requirements and referral pathways and coordinate complex service responses across multiple agencies
- Maintain up to date knowledge of relevant local, regional and statewide housing, legal and community support services within and outside of the VRRP to support effective service navigation
- Participate in training, capacity building and collaboration activities through the VRRP and the Renting Central Service with particular focus on creating coordinated and effective state-wide intake, triage and referral processes across the renter support sector
- Represent the organisation in external forums and service networks and Liaise and collaborate with key external stakeholders to achieve client outcomes.

**Organisational Accountabilities:**

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

## Qualifications, Skills, and Experience

- Qualifications and / or experience in relevant field such as Law, Housing, Social Work, Community Services or Dispute Resolution preferable.
- Experience and knowledge of the community services sector, and in particular the needs of/ and issues affecting children and families who are at risk of experiencing homelessness and /or family violence.
- Experience and/or knowledge in preparing relevant industry documentation and client data reporting

**Expertise, knowledge and skills**

- Understanding of the Residential Tenancies Act 1997, or ability to quickly develop this knowledge
- Experience delivering client-focused intake, information, referral or support services.
- Ability to assess renter needs, identify urgency and risk, and make sound triage decisions.
- Knowledge of issues facing Victorian renters, or ability to quickly develop this knowledge.
- Knowledge of housing, legal and community support services, or ability to quickly build this knowledge.
- Ability to explain renters' help-seeking options and next steps clearly and practically.
- Strong communication, administration and record-keeping skills.
- Ability to manage competing priorities and work both independently within their service and collaboratively across the VRRP.
- Commitment to culturally safe, accessible and trauma-informed service intake, triage and referral processes.

**Personal qualities**

- Ability to Exercise professional judgement in complex service delivery, client-centred, committed to supporting renters and responding to their individual needs and circumstances. Able to listen carefully, help renters understand their options and support appropriate next steps.
- Management of multiple complex cases ability to triage, prioritise and use sound judgement and make practical decisions when faced with urgency, complexity or competing priorities.
- Ability to manage people who are experiencing multiple complexities and disadvantages that are impacting on their tenancy, with a strong Lense on early intervention strategies.

- Collaborative: builds effective relationships with colleagues, partner organisations and other services. Able to work constructively across the VRRP and adapt when processes or renter circumstances change.
- Inclusive: creates culturally safe, accessible and respectful environments for all people.
- Professional: delivers high-quality support with accountability, fairness and a commitment to continuous learning. Able to build trust and confidence with renters, colleagues and stakeholders.

**Experience**

- Relevant experience in intake, information, referral, client support services, community services, housing or other related work.

## Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

## Key Stakeholders

- Meli employees
- CAV Consumer Affairs
- Tenants Victoria
- Department of Justice and Community Safety
- VCAT
- RDRV
- Relevant community Services, Private Landlords and Real Estate Agents that may be referred to by the TAAP worker

## Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

| Required Activities / Working Environment | Frequency |
|---|---|
| **Computer based tasks, sedentary position, office based** | Sometimes |
| **Repetitive manual tasks** | Rarely |
| **Working in buildings which may have stairs** *(Reasonable adjustments can be made)* | Rarely |
| **Driving, in & out of vehicles** (*If driving is required, must hold current Victorian Driver Licence)* | Sometimes |
| **Bending, lifting, pushing, pulling** | Rarely |
| **Working alone or at a co-located site** | Rarely |
| **Confrontational/confronting situations** (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting) | Sometimes |
| **Working outside in differing weather conditions** | Rarely |
| **Working on-call and/or after hours** | N/A |
| **Attending external locations including client homes** | Rarely |

## Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

## Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are

committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

## Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

| **Name:** | **Signature:** | **Date:** |
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**Note:** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.