

POSITION DESCRIPTION



tenants queensland inc

TENANTS WORKING TOGETHER

Date: March 2018

Building Consumer Confidence Initiative Program Coordinator

Position Title: Building Consumer Confidence Initiative Program Coordinator
Classification: Level 6 of the Community Services and Crisis Assistance Award (State) 2008
Status: Fixed Term Full Time to 30 th June 2019
Working Hours: Full time - 38 hours per week
Location: TQ office, 87 Wickham Terrace Spring Hill, Brisbane
Salary: (Per the Pay Point 1 of the Level 6 of the Transitional Pay Equity Order Qld).
Conditions of Employment: As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.
Reporting to: Building Consumer Confidence Initiative Program Team Leader
Accountability: All staff are accountable to the Chief Executive Officer and ultimately to the governance board. This position is accountable to the Building Consumer Confidence Initiative Program Team Leader for all staffing matters including performance appraisals.
Interdependencies: This position has a strong dependency on the Building Consumer Confidence Steering Committee and the TQ Building Consumer Confidence Project Team

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Building Consumer Confidence Initiative Program Coordinator

Purpose of the Position:

To coordinate the efforts of organisations involved in delivering the Building Consumer Confidence Program with the overall aim to assist Queenslanders living in residential services, retirement villages and manufactured home parks to:

- Understand the amendments to the *Residential Services (Accreditation) Act 2002*, *Retirement Villages Act 1999* and the *Manufactured Homes (Residential Parks) Act 2003*
- Build capacity to represent their interests to service providers of residential services, scheme operators in retirement villages and park owners in residential parks.
- Make informed choices regarding these tenure types
- Implement program principles under which the Building Consumer Confidence Program operates.

To understand the value proposition of each organisation and draw on these to coordinate efforts in an efficient and effective manner

The position supports TQ's service delivery role, and where appropriate, the role of other Initiative organisations, in the Building Consumer Confidence Program.

General Duties:

Work towards achieving the aims of Tenants Queensland and comply with all organisational policies and procedures.

Contribute to and facilitate the development of Program governance, process and policy.

Work as a member of a team with other staff and the TQ Chief Executive Officer.

Undertake administrative duties associated with the performance of the position

Other duties as specified by the Tenants Qld Chief Executive Officer (CEO) and or the governance board.

Specific Duties:

Work closely with the Initiative's TQ Project Leader to deliver on all TQ's project deliverables.

Build networks, including formal and informal arrangements, and work collaboratively and in partnership with other industry organisations and representative groups, where appropriate.

Provide secretariat support for the Steering Group established in support of the Program, including scheduling of regular meetings, keeping of minutes, and regular communication with steering group members.

Facilitate the preparation and distribution of appropriate and authorised written communications.

Assist participating organisations to coordinate the education and outreach activities in a manner that ensures the delivery of consistent messages.

Encourage and promote appropriate dispute grievances procedures within the Steering Group to collectively resolve problems.

Identify and draw upon the expertise of steering committee members in Program coordination

Encourage and facilitate frequent meetings with all stakeholders.

Establish and support strong and effective communication channels with and between Program delivery organisations and other stakeholders.

Identify and facilitate the implementation of appropriate training and support for Steering Group members where appropriate.

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Building Consumer Confidence Initiative Program Coordinator

Ensure Program resources are efficiently and effectively utilised to meet objectives e.g. developing information and providing education.

Understand and implement effective mapping processes to enable effective and efficient program reach.

Oversee the identification of natural leaders within resident cohorts and incorporate them into effective networks, with the aim to sustain these networks beyond the Program timeline.

Organise and develop networks that are capable of empowering the clients of the Program including the service delivery within TQ.

Coordinate the statewide planning and implementation of effective information sharing, visitation and outreach work of all Program delivery organisations to ensure consistency and statewide reach, and to avoid duplication within the program.

Selection Criteria:**Mandatory**

Demonstrated ability or experience in organising effective and successful initiatives.

An understanding of good governance principals and ability to apply them to specific programs.

Ability to support a governance body to run meetings which support engagement, meet the objectives of a plan and responds appropriately to objections.

Self-motivated with the ability to work as a member of a team and autonomously.

Highly developed interpersonal skills and ability to work in a sensitive and confidential manner.

Demonstrated organisational skills with the ability to manage personal work priorities.

Excellent negotiation, facilitation and training skills.

Excellent written and oral skills.

Good analytical, problem solving and decision making skills.

Demonstrated leadership qualities.

Computer literate Including the ability to utilise a data entry system.

Ability to travel across the state as required.

Desirable

Have a broad understanding of the relevant industry/sector, current legislation and policy.

Current Drivers licence