

# POSITION DESCRIPTION



**tenants queensland inc**

TENANTS WORKING TOGETHER

Date: 12/03/2018

## Building Consumer Confidence Program Worker

<b>Position Title: Building Consumer Confidence Initiative Program Worker</b>
<b>Classification:</b> Level 4 of the Community Services and Crisis Assistance Award (State) 2008
<b>Status:</b> Fixed Term Full Time to 31 <sup>st</sup> December 2018
<b>Working Hours:</b> Full time - 38 hours per week
<b>Location:</b> TQ office, 87 Wickham Terrace Spring Hill, Brisbane
<b>Salary:</b> (Per the Pay Point 1 of the <b>Level 4</b> of the Transitional Pay Equity Order Qld).
<b>Conditions of Employment:</b> As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.
<b>Reporting to:</b> Building Consumer Confidence Program Team Leader
<b>Accountability:</b> All staff are accountable to the Chief Executive Officer and ultimately to the governance board. This position is accountable to the Building Consumer Confidence Program Team Leader for all staffing matters including performance appraisals.
<b>Interdependencies:</b> This position has a strong dependency on the TQ Building Consumer Confidence project delivery team.
<b>Purpose of the Position:</b> This position is dedicated to the provision of high quality information, education and training to assist Queenslanders living in residential services and manufactured home parks to: <ul style="list-style-type: none"><li>• Understand the amendments to the <i>Residential Services (Accreditation) Act 2002</i> and the <i>Manufactured Homes (Residential Parks) Act 2003</i>;</li><li>• Build capacity to represent their interests to service providers of residential services and park owners in residential parks.</li></ul>
<b>Position Approved:</b> 12/03/2018

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### General Duties:

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

Participate in the TQ's delivery of the Building Consumer Confidence Initiative Program.

Work as a member of the program 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:

Empower and support residents of manufactured homes and residential services.

Develop accurate information and education materials to assist prospective residents or homeowners understand living in residential services and a residential park.

Provide targeted and accurate information, both verbally and in writing, on recent legislative changes.

Undertake education and information activities for clients and/or groups of residents or homeowners as appropriate.

Provide client referrals for relevant supplementary assistance as required.

Adhere to service delivery standards as specified by the TQ policies and standards.

Ensure that all performance recording and risk management procedures are followed.

Deliver services that are tailored to meet the individual requirements of clients, as well as responding appropriately to influencing factors in each region.

Utilise and enhance TQ existing networks or residents, resident groups and their advocates to engage residents across the state

Utilise existing service delivery outlets across the state to distribute pre-prepared information and education materials as appropriate;

Utilise suitably skilled or qualified volunteers to assist with service delivery, where appropriate.

### Information and referral:

Assist Clients with the provision of service including:

- Information about consumer issues and rights.
- Accurate information required to assist clients and resident groups to understand legislative changes.
- Information on effective communication with service providers, park owners and scheme operators.
- Referrals to alternative assistance or other organisations where appropriate (e.g. PAVIL).

### Community Education and Training:

Work with individual clients, groups of clients, or resident groups and associations to increase awareness about legislative issues and resident rights through provision of information and training.

Develop information and education materials to assist prospective residents and homeowners understand their rights living in a residential service and the legal and financial implications of living in a retirement village or residential park.

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Undertake promotional, educational, training and information activities for clients and/or groups of residents as appropriate.

Provide written and oral information to clients and/or resident groups and associations, to increase resident and community awareness about legislative issues and resident rights.

### Selection Criteria:

A commitment to the principles of social justice.

Knowledge of, or ability to rapidly acquire knowledge of:

- *The Residential Services (Accreditation) Act 2002;*
- *The Manufactured Home and Residential Parks Act 2003;*
- *Residential Tenancies and Rooming Accommodation Act 2008*

Ability to work independently and as a member of a team.

Ability to manage competing priorities and meet project deadlines

Highly developed verbal and written communication skills, including consultation, interpersonal skills and computer literacy.

Ability to use a computer-based data entry program.

Ability to develop and deliver promotional, educational, training and information activities in a targeted and effective manner

Ability to relate to people from different cultural and socio-economic backgrounds.

Ability to travel as required

### Desirable:

Qualifications in community services, legal services or similar and/or previous experience working in the community services sector.

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

Certificate iii in Training and Assessment (TAE40110 or TAE40116), or its successor, or higher-level qualification in adult education.

### Highly Desirable:

Current Queensland driver's licence.