

POSITION DESCRIPTION



tenants queensland inc

TENANTS WORKING TOGETHER

Date: 28 December 2018

TQ QSTARS ADVICE WORKER

Position Title:

TQ QSTARS Advice Worker - Rockhampton

Classification:

- **Level 3** of the Community Services and Crisis Assistance Award (State) 2008 – During a period of time from commencement, with formal signoff as an unsupervised advice worker.
- **Level 4** of the Community Services and Crisis Assistance Award (State) 2008 – Once assessed as competent to perform unsupervised advice work.
- Opportunities exist for TQ QSTARS Advice Workers to progress to higher levels of advice work responsibilities.

Location of Office:

TQ ROCKHAMPTON Office, 240 Quay Street, Rockhampton.

Status:

Fixed Term to 30/6/2021

Working Hours:

26 hours per week.

Part Time / Casual: Defined hours in line with service demand and workers availability.

Conditions of Employment:

As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.

Reporting to:

TQ QSTARS Central Queensland Regional Services Coordinator who reports in turn to the TQ QSTARS Services Delivery Manager.

Accountability:

All staff are accountable to the Tenants Qld Chief Executive Officer and ultimately to the governance board.

This position is accountable to the nominated line manager for all staffing matters including performance appraisals.

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Interdependencies:

This position has strong dependency with and seeks direction from the CQ Senior Advice worker for accuracy and quality of services and advice.

Purpose of the Position:

This position is dedicated to the provision of high quality advice, information, referral and support to residential renters as a HUB and or Regional Advice Worker.

General Duties:

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

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

Participate in the delivery of tenancy advice, advocacy and general resourcing of tenants.

Contribute to the development of TQ law reform and policy.

Undertake administrative duties associated with the performance of the position's specific duties.

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

Specific Duties:

Undertake specific training commencing with identified Intake duties; working towards achieving signoff as an unsupervised Advice worker.

Empower and support residential renters by:

- providing information, advice and guidance regarding tenancy law related issues in relation to *The Residential Tenancies and Rooming Accommodation Act 2008* (The Act);
- Utilising a range of mediums to deliver services as required by TQ (e.g. telephone, face to face meetings, information technology) to meet the Eligible person's needs within the Program Specifications.

Workers will be required to perform all or some of the following tasks when delivering services to Eligible persons:

- working with them to develop a plan that assists them to identify the strengths and resources required to address and solve their tenancy problems;
- assisting them to develop effective communication techniques with real estate agents and lessors;
- assisting them to understand and complete forms and required paperwork;
- guiding them through the legal pathways of Notices, Dispute Resolution and the Queensland Civil Administration Tribunal (QCAT);
- advocating on behalf of tenants if necessary particularly where they have limited capacity to advocate on their own behalf;
- referring tenants to other services (for example, Community Legal Centres, Residential Tenancies Authority, homelessness support services)

Assist Senior Advice Workers and Regional Service Coordinators to identify issues and trends.

Adhere to service delivery standards as specified by the TQ QSTARS policies and standards and ensure that all TQ client and performance recording and risk management procedures are followed.

Selection Criteria:

A commitment to the principles of social justice

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Knowledge of, or ability to rapidly acquire knowledge of:

- Queensland residential tenancy laws and related issues;

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

A professional telephone manner and an ability to utilise a variety of communication platforms to deliver services.

Ability to deal with large numbers of requests within a high demand environment, at times, involving distressed and vulnerable clients.

Ability to use or rapidly acquire skills to use a computer-based data entry program.

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

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

Highly Desirable:

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

Desirable:

Current Queensland driver's licence.