

## POSITION DESCRIPTION TQ QSTARS HUB COORDINATOR



Tenants Queensland

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<b>Position Title:</b> TQ QSTARS HUB Coordinator
<b>Conditions of Employment:</b> Tenants Queensland Inc. Agreement 2019-2022
<b>Classification:</b> Level 6
<b>Status:</b> Fixed Term Part Time to 30 <sup>th</sup> June 2023
<b>Working Hours:</b> Part time - 22 hours per week (0.6 FTE)
<b>Location:</b> TQ office, 87 Wickham Terrace Spring Hill, Brisbane
<b>Reporting to:</b> TQ QSTARS Service Delivery Manager
<b>Direct reports:</b> The HUB Senior Advice Worker/s and HUB Advice and Intake and Advice Workers
<b>Accountability:</b> All staff are accountable to the Chief Executive Officer and ultimately to the governance board.
<b>Key relationships:</b> <ul style="list-style-type: none"><li>• QSTARS Services Delivery Manager, the Legal Officer and other QSTARS Regional Services Coordinators collaboratively and effectively to deliver the QSTARS program.</li><li>• Statewide Community Education Worker to provide input into fact sheet and other tools development and liaison and coordination with community sector providers.</li><li>• Learning and Development Worker to help develop and enhance QSTARS team members' ability to deliver the program in accordance with requirements.</li></ul>
<b>About Tenants Queensland:</b> <p>TQ was established in 1986 and seeks to represent the interests of all Queenslanders who rent their home including those living in marginal tenures such as caravan parks and rooming accommodation.</p> <p>We pride ourselves in providing specialist advisory services to renters, advocating on their behalf and securing improvements to Queensland's residential tenancy laws.</p>

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### Purpose of the Position:

To drive the mission and purpose of the organisation through regional operation and support the leadership team to deliver on the organisation's strategic goals by supporting tenants' rights through coordinating the delivery of high quality QSTARS telephone advisory services in the HUB, providing timely support across the program and by understanding the needs of the various regions. The position ensures that the client journey is appropriate and effective, from entering the service system to service completion in the HUB or acceptance of the client in a regional office.

**Position Reviewed and Approved:** 29 August 2022

### Key Accountabilities:

- Ensure the operations in the region are led and managed in a manner which delivers on the organisation's Vision, Purpose and Values;
- Meet the HUB requirements for delivering on the strategic objectives, including active and effective participation in the Management Team;
- Ensure the HUB workforce is engaged, capable and supported;
- Meet HUB's QSTARS program requirements and KPIs in support of the program delivery Statewide;
- Ensure that HUB operations comply with organisational policies and procedures, including WH&S, and operational risk management.

### Specific Duties:

1. Lead the representation of the HUB in stakeholder group sessions.
2. Track, record and deliver HUB KPIs within budget.
3. Lead and manage the HUB workforce to build the team and promote a collaborative work culture.
4. Ensure capable resources are available in the HUB to provide information and advice in a timely manner to residential renters.
5. Manage delivery of HUB services by:
  - a. Monitoring demand
  - b. Planning and implementing HUB staffing schedules to support service outcomes
  - c. Managing leave entitlements and staff attendance
6. Participate in the delivery of advisory services in the HUB, to empower & support eligible persons.
7. Consult on and develop the TQ QSTARs annual Regional Service Delivery Plan.
8. Support the collaborative arrangements between QSTARS regions to ensure consistency.
9. Maintain HUB operations within TQ and QSTARS policies and procedures, including WH&S.
10. Ensure risk management procedures are met in the HUB, including the quality management of advisory services (ie. risk managing the work of other HUB workers when competent).
11. Provide analysis and feedback as required for staff performance reviews.
12. Collate data to meet performance reporting requirements.
13. Contribute to the development of TQ law reform and policy.
14. Support effective working relationship with all QSTARS service delivery office both in TQ and in partner organisations.
15. Contribute to the identification, monitoring and management of TQ strategic and operational risks.
16. Analyse HUB work and lead the implementation of improvement strategies to achieve consistent, accurate services and maximise the HUB telephone call response rate.
17. Oversee and ensure the integrity of HUB data input to align with TQ business rules defined in the QSTARS Operations Manual and user guide.
18. Undertake administrative duties associated with the performance of the position's specific duties.
19. Other duties as specified by the Tenants Qld Chief Executive Officer (CEO), TQ QSTARS Service Delivery Manager (SDM) and or the TQ Governance Board.

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### Core Capabilities:

- Demonstrated management capability and leadership qualities
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- Highly developed verbal and written communication skills
- High level of computer literacy including the ability to use a client information management system
- Ability to relate to people from different cultural and socio-economic backgrounds.
- Ability to work as a member of a team and independently
- High level of interpersonal and representational skills

### POSITION REQUIREMENTS

#### Essential Requirements:

- A commitment to the principles of social justice;
- Knowledge of:
  - Queensland residential tenancy laws and related issues
  - Sector issues
- Extensive community service delivery experience;
- The ability to coordinate, lead, and manage a team ensure program outputs, outcomes, and other deliverables are successfully met;
- Highly developed verbal and written communication skills, including presentation, consultation, inter- personal skills and computer literacy;
- Ability to use a client information system effectively;
- Ability to deliver effective case management services to residential renters.

#### Desirable Requirements:

- Community service delivery experience;
- A tertiary qualification in a Social Work or similar.

**Updated:** 29/8/22

#### Acknowledgment for receipt of position description

I have received, reviewed, and fully understand the position description. I also understand I am responsible for the satisfactory execution of the essential functions described therein.

I further understand future performance evaluations are based on my ability to perform the duties and responsibilities outlined in this position description to the satisfaction of Tenants Queensland.

I have discussed any questions I may have had about this position description prior to signing this form and am satisfied with the responses.

Employee name (please print) \_\_\_\_\_

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Manager's name (please print) \_\_\_\_\_

Manager's signature \_\_\_\_\_ Date \_\_\_\_\_