



## POSITION DESCRIPTION

<b>QSTARS Learning and Development Worker</b>
<b>Classification:</b> <i>Level 6</i> of the Community Services and Crisis Assistance Award (State) 2008
<b>Status:</b> Full Time
<b>Working Hours:</b> 76 hours per fortnight
<b>Location:</b> 1/87 Wickham Terrace Spring Hill, Brisbane and work from other sites as needed
<b>Conditions of Employment:</b> Tenants Queensland Enterprise Agreement 2019-2022
<b>Reports to:</b> Services Delivery Manager
<b>Accountability:</b> All staff are accountable to the Chief Executive Officer and ultimately to the governance board.
<b>Purpose of the position:</b> To support tenants' rights through the delivery of training and professional development to the QSTARS Network. The position will plan, develop and deliver a program, supporting frontline workers to deliver effective advice and casework services in a professional, capable and confident manner.
<b>Key relationships:</b> Works with the Management Team as well as the Expert Support Workers to understand the needs of frontline workers. Works with the Statewide Community Education worker to understand the needs of the client group and coordinate inward and outward looking information tools. Works with the Legal Officer and Principal Solicitor to ensure all <b>training</b> products are legally correct.
<b>About Tenants Queensland:</b> 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. We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing improvements to Queensland's residential tenancy laws.
<b>PD Approved:</b> Updated June 2024

**Key Accountabilities:**

- Maintain current knowledge of the vocational education sector, the ASQA and adult learning principles.
- Identify and report emerging opportunities and needs, to maintain and enhance the required competencies of the QSTARS team.
- Advise on learning and development strategies that will drive QSTARS frontline worker competency in line with TQ Leadership 'training' direction and needs.
- Establish and deliver programs that achieve the desired outcomes of the QSTARS training and professional development agenda.
- Maintain and enhance the high standards of training which support TQ's successful 'learning environment culture' and its layers of learning process.
- Produce innovative learning ideas – methods and materials - that create and inspire greater results across the organisation.
- Maintain TQ's L&D training materials to ensure they are kept up to date, legally correct, meet good practice principles and drive operational excellence.
- Maintain records in accordance with organisation's required processes.

**Specific Duties:**

- Utilise adult education strategies to support the upskilling of the QSTARS frontline workforce, including volunteers as needed, in the delivery of tenant advisory services.
- Maintain and enhance the organisation's 'Layers of Learning' framework.
- Work closely with line manager to support the learning needs of new workers.
- Identify needs, design and deliver training packages and professional development for workers aimed at supporting:
  - Renters to exercise their rights to resolve tenancy / residency issues;
  - Renters' awareness of their rights and responsibilities and support services available; and
  - The well-being of the frontline QSTARS team.
- Participate as needed and for professional development in the delivery of tenancy advice, advocacy and general resourcing of tenant support workers.
- Work with third party training providers as needed to deliver a comprehensive program.
- Regularly update and promote a Learning and Development Calendar of events.
- Support TQ's work to enhance our understand and approach to working with First Nations People.
- Maintain internal processes for training delivery to a standard equivalent to accredited training.
- Adhere to all the organisation's policies and procedures and work towards its strategic and operational goals.
- Undertake administrative duties associated with the performance of the position's specific duties.
- Contribute to the development of TQ law reform and policy as required.

- Other duties as directed from time to time by the QSTARS Service Delivery Manager, CEO or board.

**Core Capabilities:**

- A commitment to the principles of social justice.
- Ability to work independently and as a member of a team
- Highly developed verbal and written communication skills, including presentation, consultation, and inter-personal 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 develop, deliver, coordinate, and evaluate viable and broad ranges of training and education programs for diverse groups and to meet adult learning needs.
- Ability to complete project work within designated time frames.

**Essential Requirements:**

- Knowledge and understanding of the VET system and the ASQA.
- Understanding or demonstrated ability to rapidly acquire knowledge of Queensland residential tenancy laws.
- Certificate IV in Workplace Training and Assessing or equivalent qualification (or ability to attain currency quickly)
- Vocational training industry experience.
- Proven ability to work with adult learners.
- Current Queensland Driver's license.
- Ability to travel when required.

**Desirable Requirements:**

- Degree in a related field
- Understanding of and experience in the NFP sector

**Behaviours:**

- Professional
- Creative
- Knowledgeable
- Inclusive

**Acknowledgment of 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 \_\_\_\_\_