

# TQ QSTARS INTAKE AND ADVICE WORKER

## POSITION DESCRIPTION



Tenants Queensland

[tenants working together](#)

Date: 27/08/2024 (Updated)

### Position Title: TQ QSTARS INTAKE & ADVICE WORKER

**Conditions of Employment:** As per the Tenants Queensland (TQ) Enterprise Agreement 2023 - 2026

**Classification:**

**Level 3** of the Community Services and Crisis Assistance Award (State) 2008 – During a period of time from commencement to 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 direct advice work.

**Status:**

Part Time to 31<sup>st</sup> December 2024

**Working Hours:**

Part time - 22 hours per week (0.6 FTE)

**Location:**

Optional: Rockhampton, Townsville, Cairns, Mt Isa and Gold Coast

**Reports to:**

QSTARS HUB Coordinator

**Accountability:**

All staff are accountable to the Chief Executive Officer and ultimately to the TQ Governance Board.

**Key relationships:**

This position has strong dependency with the:

- QSTARS HUB Senior Advice worker/s
- QSTARS Services Delivery Manager and the QSTARS Legal Officer to collaboratively and effectively to deliver the QSTARS program for accuracy and quality of services and advice.
- QSTARS Learning and Development Worker to help develop and enhance QSTARS team members' ability to deliver the QSTARS program in accordance with requirements.

**About Tenants Queensland:**

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.

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### **Purpose of the Position:**

This position is dedicated to the provision of high-quality advice and information in support of residential renters. The position also assists and empowers residential renters to develop and use the skills and resources needed to resolve housing problems, and further human wellbeing, social justice, and social development.

### **Position Reviewed and Approved:**

January 2023

### **Key Accountabilities**

- Maintain knowledge and continuously seek to improve skills in providing high-quality information, advice and guidance to eligible persons regarding tenancy law related issues in relation to The Residential Tenancies and Rooming Accommodation Act 2008 (The Act).
- Work in collaboration with all QSTARS TQ and Partners team members to meet the needs of eligible persons and the goals of the QSTARS program.
- Maintain and enhance high standards in service delivery including empowering eligible persons to take action on their own to resolve issues relating to their tenancy.
- Develop close working relationships with other key agencies, especially QCAT and other community service providers to improve services and provide input into the development of new services.
- Achieve defined learning and delivery key performance indicators (KPI) such as Output Hours and in Materials and Training Satisfaction.
- Comply with TQs Policies and Operational Procedures and act always in accordance with TQ stated Values & Behaviours.
- Comply with TQ's and QSTARS Risk Management Procedures.

### **Core Capabilities:**

- A commitment to the principles of social justice and social development.
- Ability to assess resources for housing, welfare, and other community services.
- 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.
- Highly developed verbal and written communication skills.
- Ability to efficiently use a range of computer programs for communication and records management including on-line client information management system.
- Ability to relate to people from different cultural and socio-economic backgrounds.
- Highly developed verbal and written interpersonal communication skills, including consultation.

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### Specific Duties:

- Initially provide intake, and after successful training, provide information, advice and guidance to eligible persons regarding tenancy law related issues in relation to The Residential Tenancies and Rooming Accommodation Act 2008 (The Act).
- Promote analyse and implement tenancy law using practice experience and skills to respond to social need by providing information and allocating social resources effectively.
- Utilise 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
- Conduct individual interviews (e.g., telephone, face to face meetings, information technology) to identify the source of clients' problems
- Work with eligible persons to develop a plan that assists them to identify the strengths and resources required to address and solve their tenancy problems.
- Assist eligible persons to develop effective communication techniques with real estate agents and lessors.
- Assist eligible persons to understand and complete forms and required paperwork.
- Guide eligible persons through the legal pathways of Notices, Dispute Resolution and the Queensland Civil Administration Tribunal (QCAT), and follow up the progress of clients via telephone, face to face and information technology.
- Assist and or refer eligible persons to regional service providers, if necessary, particularly where they have limited capacity to advocate on their own behalf.
- Refer eligible persons to other community services, and act as a facilitator between residential renters and the community services (for example, Community Legal Centres, Residential Tenancies Authority, homelessness support services).
- Assist QSTARS Senior Advice Workers and QSTARS 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.
- Undertake administrative duties associated with the performance of the position's specific duties, including efficient data entry into a client management system.
- Other duties as directed from time to time.

### Essential Requirements:

- Understanding of or demonstrated ability to rapidly acquire knowledge of:
  - Queensland residential tenancy laws. However, if successful, you will be trained in these laws.
  - Housing issues

### Highly desirable

- Qualifications in social work, law or similar and/or previous experience working in the community services sector.

### Desirable:

- Queensland Driver's license
- Ability to travel if needed but is unlikely

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### **Retention of applications and compliance with privacy regulations:**

TQ retains applications, resumes, referee reports and related recruitment material for a period of three months from the date of notifying the successful applicant. Thereafter TQ maintains a full record of the successful candidate and only keeps a record of those individuals who applied for the role and who were interviewed along with relevant details of the conduct of the recruitment.

### **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 \_\_\_\_\_