



[tenants working together](#)

Date: November 2024

TQ QSTARS EXPERT SUPPORT WORKER

| |
|---|
| <p>Position Title: TQ QSTARS Expert Support Worker</p> |
| <p>Classification: <i>Level 6</i> of the Community Services and Crisis Assistance Award (State) 2008</p> |
| <p>Status: Full Time</p> |
| <p>Working Hours: 38 hours per week</p> |
| <p>Location: Level 1, 87 Wickham Terrace SPRING HILL 4000</p> |
| <p>Salary: (Per the <i>Level 6</i> of the Transitional Pay Equity Order Qld).</p> |
| <p>Conditions of Employment: As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.</p> |
| <p>Reporting to: TQ QSTARS Regional Services Coordinator</p> |
| <p>Accountability: All staff are accountable to the Chief Executive Officer (CEO) and ultimately to the governance board. This position is accountable to the TQ QSTARS Services Manager for all staffing matters including performance appraisals.</p> |
| <p>Interdependencies: The role has a strong dependency with the TQ QSTARS Legal Officer and then through to the TQ Principal Solicitor for accuracy and quality of services and advice.</p> |
| <p>Purpose of the Position: To support the delivery of quality, accurate and consistent advisory services to Eligible persons throughout the region by assisting QSTARS workers and delivering casework services. The position will assist the Regional Services Coordinator to ensure compliance with TQ's risk management processes.</p> |
| <p>Position Approved: August 2016</p> |

General Duties:

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

Contribute to the development of TQ law reform and policy.

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 QSTARS Eligible persons and their advocates.

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:

Provide assistance to QSTARS workers (within TQ and partner organisations): in their management of casework; by providing direct assistance with agreed elements of the case; by taking on or over a case.

Deliver quality tenancy casework services.

Advocate for clients and/or assist with the preparation of client documents.

Assist in identifying and maintaining effective risk management procedures within the organisation and region.

Monitor the accuracy of resources and publications provided through the TQ's services.

Work with the Regional Services Coordinator to ensure compliance with TQ risk management processes.

Core Capabilities:

- A commitment to the principles of social justice.
- Knowledge of, or ability to rapidly acquire knowledge of:
 - Queensland residential tenancy laws and related issues;
 - Housing policy issues;
 - Sector issues.
- Ability to work independently and as a member of a team.
- Good conceptual, analytical and organisation skills including case management skills.
- Highly developed verbal and written communication skills including computer literacy.
- High level interpersonal skills, including an ability to negotiate and advocate on behalf of clients.
- Ability to relate to people from different cultural and socio-economic backgrounds.

Desirable:

Law Degree, Certificate IV in Legal Services or a Diploma of Legal Services or other relevant tertiary qualification and or experience in interpreting and advising on legislation.

Retention of applications and compliance with privacy regulations:

TQ retains applications, resumes, referee reports and related recruitment material for a period of 3 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 _____