

## POSITION DESCRIPTION



<b>Position Title: Social Worker / Client Support Worker</b>
<b>Conditions of Employment:</b> Tenants Queensland Ltd. Agreement 2023-2026
<b>Classification:</b> Level 6, Social, Community, Home Care and Disability Services Industry Award (SCHADs)
<b>Status:</b> Fixed Term Two Years (potential for extension)
<b>Working Hours:</b> Full-time; 38 hours per week
<b>Location:</b> 1/87 Wickham Tce, Spring Hill, Brisbane CBD, and other sites as required
<b>Reports to:</b> Initially to CEO;
<b>Direct reports:</b> Nil
<b>Accountability:</b> All staff are accountable to the Chief Executive Officer and ultimately to the governance board.
<b>Key relationships:</b> Service delivery teams across the state; external support agencies
<b>About Tenants Queensland (TQ):</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>Purpose of the Position:</b> To enhance TQ's ability to respond more holistically to vulnerable clients through the provision of targeted support and client advocacy particularly for those at risk of losing their tenancies. The position will strengthen the capacity of other team members to holistically support their clients as well as offer direct client support.
<b>Position Reviewed and Approved:</b> November 2024
<b>Key Accountabilities:</b> <ul style="list-style-type: none"><li>• Develop the social work / client support practice of the organisation</li><li>• Deliver support directly to clients</li><li>• Build organisational capacity within our service delivery teams to directly deliver effective client support</li><li>• Ensure that client support and referral is delivered in a professional, culturally safe, trauma informed person-centred manner.</li><li>• Maintain professional client records in accordance with professional and organisational needs maintain case notes,</li><li>• Build and maintain working relationships and knowledge of service systems and referral processes across the state that provide key services to clients with high and complex needs</li><li>• Maintain the appropriate professional and organisational standards</li></ul>

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### Specific Duties:

- In collaboration with key internal stakeholders, develop a model of practice that: aligns with the organisation's mission, goals and policies.
- Provide culturally safe, trauma informed, person-centred case work support services to TQ clients, particularly those at risk of losing their tenancies.
- Work effectively with people both in crisis and in a planned support / case management approach.
- Support and promote each client's rights and agency in relation to their situation, needs and aspirations for change.
- Facilitate, with clients' informed consent, referrals to agencies identified as able to provide complementary wrap around services.
- Build capacity, knowledge and skills, across the organisation to deliver wrap around services and effective support to clients. Assist them to understand when to refer to this position.
- Collaborate with and resource TQ advice workers in their provision of support to and referral of vulnerable clients.
- Maintain and share a comprehensive knowledge of the local and statewide service sector, particularly pertaining to referral and access for TQ clients to housing and homeless services, DFV services, First Nations led services, income security, family support, child safety services, and health and wellbeing services.
- Establish and maintain positive professional relationships with key government and non-government services, particularly in relation to access and coordination of wrap around services.
- Collaborate with the CEO and other senior TQ staff to articulate the practise framework for the delivery of client support at TQ.
- Provide de-briefing, as required, to tenancy advice workers, particularly in relation to their service provision with TQ's most vulnerable clients
- Supervise and support social work, and/or other students, completing practicums at TQ
- Contribute to program evaluation processes to ensure high-quality, evidence-driven service delivery.
- Other duties as directed from time to time
- Undertake administrative duties associated with the performance of the position's specific duties

### Core Capabilities:

- High level engagement, risk assessment and counselling skills with clients living with the effects of significant loss and trauma, poor mental health, and an ongoing risk of exposure to harm.
- Ability to respectfully engage with people across a range of cultural and socio-economic backgrounds.
- Ability to provide safe and confidential information, advocacy, counselling support and wrap-around service referral with vulnerable clients.
- Ability to provide in-house advice, assistance, information and training to colleagues engaged in the provision of TQ services to particularly vulnerable and/or challenging clients.
- High level of computer and IT literacy.
- Ability to provide sensitive safe professional, feedback and de-briefing to TQ advice workers and supervision to placement students.
- Ability to work both independently and collaboratively within a professional team.
- Highly developed emotional intelligence and resilience.
- Ability to balance numerous priorities and priorities tasks

### SELECTION CRITERIA

#### Essential Requirements:

- A commitment to social justice
- Degree in social work or related field, with at least 3 years' relevant experience

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- Understanding or demonstrated ability to rapidly acquire knowledge of:
  - A general understanding of tenancy laws, housing and homelessness issues.
  - Domestic and family violence (DVF), in particular its effects on women and children, and the collaborative responses that can respectfully support victim survivors to maximise their safety.
  - Housing and homelessness sector and its intersections with DVF, Health, Family Support and Women’s services.
- Demonstrated knowledge of culturally sensitive practice when working with First Nations peoples, and people from culturally and linguistically diverse backgrounds.
- Commitment to continuous professional development to maintain contemporary best practice in the work with clients and colleagues.
- Highly developed, culturally sensitive, verbal and written communication skills and an understanding of the unique challenges faced by diverse communities, particularly First Nations peoples and culturally and linguistically diverse populations.
- Ability to develop and deliver training to TQ workers in relation to sector services, referral processes and working effectively with clients who experience high levels of need and vulnerability.
- High level of computer and IT literacy, including the ability to use a client information management system
- Membership (or eligibility) in the relevant professional association – for example the Australian Association of Social Workers.

**Desirable Requirements:**

- Experience working with clients who have experienced or are at risk of homelessness.
- Queensland Driver’s license
- Ability to travel if needed

**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 \_\_\_\_\_