

POSITION DESCRIPTION Successful Tenancies Project Manager



Date: March 2025

Position Title: Successful Tenancies Project Manager (Identified Position)

Conditions of Employment: Tenants Queensland Enterprise Agreement 2023 - 2026

Classification: SCHADS Award Level 6

Status: Fixed term to September 2026

Working Hours: Full time

Location: TQ office, 87 Wickham Terrace, Spring Hill, Brisbane, and work from other sites as needed

Reports to: Chief Executive Officer

Direct reports: Other Successful Tenancies project team members

Accountability:

All staff are accountable to the Chief Executive Officer and ultimately to the governance board.

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.

Purpose of the Position:

To lead the Successful Tenancies Project in addressing the structural barriers faced by First Nations Queenslanders and improve system responses to First Nations renters who are at risk of tenancy breaches or interaction with the Queensland Civil and Administrative Tribunal (QCAT).

Position Reviewed and Approved: March 2025

It is an occupational requirement that this position be filled by a First Nations person.

Key Accountabilities:

- Work to achieve the organisation's mission, goals and to uphold its values
- Lead and successfully deliver the outcomes of the Successful Tenancies Project.
- Support, inform and help deliver improvements to the First Nations cultural capability of the organisation
- Strengthen relationships with First Nations communities and services
- Enhance TQ service offering, particularly through QSTARS, to ensure culturally appropriate and informed tenancy education and advisory services specific to the needs of First Nations renters.
- Facilitate a strong partnership with a First Nations led agency to deliver on stage two of the Project
- Develop a package of training and education for real estate agents and landlords designed to improve culturally appropriated tenancy management practices.

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Specific Duties:

- Work to achieving the organisation's goals
- Lead a small internal team and an external agency to deliver the Project milestones.
- Support and or undertake a review of the organisation's materials for cultural appropriateness, identify any gaps or changes required, considering:
 - Internal policies
 - The internal learning & development program
 - External education products for renting households
- Undertake research / consultation with First Nations service agencies to identify specific needs and gaps in current tenant advisory service offerings to First Nations renters.
- Develop a plan to improve TQ's First Nations cultural capability
- Directly, and through the Project, deliver the agreed plan
- Identify data collection gaps to improve future practice
- Identify potential First Nations led agencies to partner with for stage two of the Project
- Support the formal engagement of the approved agency
- Manage the second stage of the project, to deliver a successful partnership
- Work with the Project partner agency to develop a cultural awareness training product for real estate agencies and landlords.
- Implement engagement strategies to assist in development of the training package that:
 - raises awareness about systemic exclusions face by First Nations renters
 - support agents and landlords to be better culturally informed in their tenancy management and other agency practices
 - Increases awareness of First Nations families and communities
- Adhere within all organisational policies and procedures
- Other duties as directed from time to time
- Undertake administrative duties associated with the performance of the position's specific duties.

Core Capabilities:

- A commitment to the principles of social justice.
- Proven ability to independently lead a project and deliver outcomes.
- Ability to work independently and as a member of a team.
- 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.

This position is an identified position for a First Nations person.

Essential Requirements:

- Understanding or demonstrated ability to rapidly acquire knowledge of:
 - Queensland residential tenancy laws
 - Housing policy issues
 - Sector specific issues
- Understanding of equity and diversity and the needs of First Nations communities
- Extensive community service delivery experience and the ability to coordinate and manage a program to ensure deliverables are met.

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Desirable:

- A degree in Social Work, Social Science, Law, First Nation studies or similar
- 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 _____