

TQ QSTARS INTAKE AND ADVICE WORKER
POSITION DESCRIPTION



tenants working together

Position Title: HUB TQ QSTARS INTAKE & ADVICE WORKER
Conditions of Employment: As per the Tenants Queensland (TQ) Enterprise Agreement 2023-2026
Classification: Level 3 of the TQ Enterprise Agreement 2023–2026 during a period of time from commencement to formal signoff as an unsupervised advice worker. Level 4 of the TQ Enterprise Agreement 2023–2026 once assessed as competent to perform unsupervised direct advice work.
Status: 1 x Part Time to 30 October 2025 1 x Permanent Part Time
Working Hours: Part time - 22 hours per week (0.6 FTE)
Location: Various options available Brisbane CBD, Burleigh, Maroochydore, Cairns, Rockhampton and other locations as required from time to time
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: <ul style="list-style-type: none">• QSTARS HUB Senior Advice worker/s• QSTARS Services Delivery Manager and HUB Coordinator 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.
Purpose of the Position: This position is dedicated to the provision of high-quality advice and information in support of residential

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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:

April, 2025

Key Accountabilities

- Support the organisation to achieve it's mission and goals.
- Maintain and enhance high and professional standards in service delivery including empowering eligible persons to take action on their own to resolve issues relating to their tenancy.
- 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 TQ QSTARS and Partners QSTARS team members to meet the needs of eligible persons and the goals of the QSTARS program.
- Maintain professional 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.

Specific Duties:

- Provide services a high demand contact centre to support Queensland renters requiring information and advice
 - 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).
 - 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' concerns
 - 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.
 - Refer eligible persons to regional QSTARS offices 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).

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- Continuously improve service delivery skills through engagement in TQ's suite of in-house learning and development activities
- Assist the HUB Coordinator 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.

Core Capabilities:

- Ability to assertively manage inbound calls for assistance.
- Developed resilience strategies including:
 - Understanding and ability to professionally manage separation of personal and professional boundaries
 - Ability to deal with large numbers of requests within a high demand environment, at times, involving distressed and vulnerable clients.
- 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.
- 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.

Essential Requirements:

- A commitment to the principles of social justice and social development.
- Understanding of or demonstrated ability to rapidly acquire knowledge of:
 - Queensland residential tenancy law.
 - Housing issues

Highly desirable

- Qualifications in social work, social science, 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 _____