

NQ COMMUNITY EDUCATION POSITION DESCRIPTION



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Date: 12/05/2025

TQ QSTARS NORTH QUEENSLAND COMMUNITY EDUCATION WORKER

Position Title: TQ QSTARS North Queensland Community Education Worker
Conditions of Employment: Tenants Queensland Enterprise Agreement 2023-2026
Classification: Level 4
Status: Part Time
Working Hours: 25 hours per week
Location: TQ Cairns office, 208 McLeod Street
Reports to: TQ QSTARS North Qld Regional Services Coordinator
Accountability: All staff are accountable to the Chief Executive Officer and ultimately to the TQ governance board.
Key Relationships: This position has a strong interdependency with other QSTARS Service Providers in the North Queensland region, with the HUB Statewide Community Education Worker who is the key agent in developing community education products, and the community education Workers across the state.
Purpose of the Position: This position is to provide education to renters and prospective renters about their rights and responsibilities and to maintain and develop a network of Community Access Points to provide innovative ways for service users to access to QSTARS services across the North Queensland region.
Position Approved: May 2025

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Key Accountabilities:

- Ensure the delivery of quality education sessions to tenants, residents and prospective tenants and residents within the region as required by the QSTARS North Regional Services Coordinator
- Ensure the community education needs of the whole North Queensland region are identified and supported
- Expand Community Access Points (CAPs) in the North Queensland region and actively maintain ongoing support to all CAPs
- Support the aims of Tenants Queensland and comply with all organisational policies and procedures.
- Work as a member of a team with other staff and the TQ Chief Executive Officer.

Specific Duties:

- Organise and deliver community education within the North Queensland region, ensuring sessions and materials are appropriate for specific population groups.
- Identify gaps in community education and promotional materials for the North Queensland region.
- Identify the need as well as opportunities for, and further develop the network of Community Access Points across the North Queensland region.
- Work with the Regional Services Coordinator and the other Regional Community Education workers to identify need, delivery strategies and provide input for the development of materials
- Support the Statewide Community Education Worker to prioritise needs across the state, develop products and deliver on identified statewide events
- Support the Regional Service Coordinator in maintaining partner relationships and participate in representation of the North Queensland region in relevant stakeholder group sessions.
- Ensure that the QSTARS Program is appropriately and consistently branded and promoted throughout the North Queensland region.
- Work with the Regional Service Coordinator to develop and deliver the North Queensland regional strategies and actions defined in the QSTARS Service Delivery Plan.
- Provide feedback from community engagements that can contribute towards the development of TQ law reform and policy.
- Undertake administrative duties associated with the performance of the position's specific duties.
- Other duties as specified by the TQ's Chief Executive Officer (CEO) and/or the governance board

Selection Criteria:

- A commitment to the principles of social justice.
- Knowledge of, or ability to rapidly acquire knowledge of:
 - Queensland residential tenancy laws and related issues.
 - Sector issues.
 - Adult learning principles.
 - How different parts of a community access and respond to information.
- Ability to work independently and as a member of a team.
- Ability to utilise Information Technology and social media to provide services.
- Ability to market and deliver and then evaluate community education programs for diverse groups.
- Ability to and experience in coordinating a viable and broad ranging community education program.

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- Strong stakeholder relationship skills that include the ability to identify and develop new service access opportunities.
- Highly developed verbal and written communication skills, including presentation, consultation, inter-personal skills and computer literacy.
- Ability to complete project work within designated time frames.
- Ability to travel within the North Queensland region when required in responding to community education needs.

Mandatory:

- Possess a current Queensland Driving Licence.
- Be able to travel within the region from time to time

Desirable:

Qualifications and experience in Community Education, Adult Education or Human Services or other related areas.

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 _____