

POSITION DESCRIPTION Successful Tenancies Project Officer



Date: June 2025

Position Title: Successful Tenancies Project Officer (Identified Position)

Conditions of Employment: Tenants Queensland Ltd Enterprise Agreement 2023 - 2026

Classification: SCHADS Award Level 4

Status: Fixed term to September 2026

Working Hours: Full time

Location: Cairns, Townsville or Rockhampton and work from other sites as needed

Reports to: Project Manager; Chief Executive Officer

Direct reports: There are not currently any direct reports for this position

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:

The Project Support Officer will work closely with the Project Leader to address the structural barriers faced by First Nations Queenslanders in the private rental sector. The role will contribute to improving system responses for First Nations renters at risk of tenancy breaches or engagement 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:

- Support the delivery of the Successful Tenancies Project in alignment with the organisation's mission and values.
- Assist in strengthening relationships with First Nations communities and service providers.
- Help enhance the Queensland Statewide Tenant Advice and Referral Service (QSTARS) to ensure culturally responsive tenancy education and advisory services for First Nations renters.
- Support the development and implementation of cultural awareness training for real estate agents and landlords.

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- Assist in fostering and managing partnerships with First Nations-led agencies to support stage two of the project.
- Contribute to improving the organisation's First Nations cultural capability through training, policy review, and resource development.
- Conduct research and consultation with First Nations service providers to identify gaps in tenant advisory services.

Specific Duties:

- Engage First Nations stakeholders to assess how well organisational products and processes meet their specific needs and identify gaps in current tenant advisory service offerings to First Nations renters.
- Assist in reviewing internal policies, learning & development programs, and renter education materials to improve cultural appropriateness.
- Support the review and development of factsheets, educational materials, and resources for First Nations renters.
- Undertake tenancy advice (following appropriate training).
- Work alongside the Project Leader and partner agency to develop training packages for real estate agents and landlords.
- Coordinate consultations and engagement strategies that raise awareness of systemic barriers faced by First Nations renters.
- Assist in data collection to inform best practices and improve future service delivery.
- Undertake administrative tasks associated with project delivery and reporting.
- Adhere to all organisational policies and procedures.
- Perform additional duties as directed.

Core Capabilities:

- A commitment to the principles of social justice.
- Proven ability to work on a project and providing support to 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 _____