

TQ QSTARS INTAKE WORKER
POSITION DESCRIPTION



Tenants Queensland

tenants working together

Position Title:	HUB TQ QSTARS INTAKE 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 from commencement to formal signoff as an unsupervised advice worker
Status:	Part Time to 30 June 2026
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 on the: • QSTARS HUB Senior Advice/Advice worker/s • QSTARS Service Delivery Manager and HUB Coordinator to collaboratively deliver the QSTARS program. • QSTARS Learning and Development Worker to help develop and enhance QSTARS team members' ability to deliver the program.
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 intake services in support of residential renters. The position supports the Hub advice worker team with administration functions for the delivery of advice services to QLD renters.

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Position Reviewed and Approved:

September, 2025

Key Accountabilities

- Support the organisation to achieve its mission and goals.
- Maintain and enhance high professional standards in service delivery.
- Maintain knowledge and continuously improve skills in providing high -quality customer/client service
- Work in collaboration with all QSTARS staff and partners to meet the needs of renters and program goals.
- Achieve defined KPIs including output hours and satisfaction targets.
- Comply with TQ policies, procedures, values, behaviours, and risk management requirements.

Specific Duties – Intake Worker (QSTARS Program)

The Intake Worker will be responsible for:

- Providing administrative support to ensure the efficient delivery of tenancy advice and support services.
- Processing online callback requests and managing client intake functions.
- Collecting, recording, and maintaining accurate client information in the online client management system.
- Undertaking conflict checks and presenting privacy statements to clients.
- Coordinating referrals to regional QSTARS service providers, ensuring consent and accuracy of information.
- Assisting with general enquiries and directing them appropriately within the organisation.
- Maintaining clear records of tenancy matters and ensuring information is documented in a timely and concise manner.
- Supporting the Hub advice worker team with intake, triage, and referral functions.

Core Capabilities – Intake Worker (QSTARS Program)

The Intake Worker will demonstrate the following core capabilities:

- Administrative Support: Ability to perform a wide range of administrative tasks that underpin the delivery of tenancy advice.
- Teamwork and Independence: Capacity to work effectively both independently and collaboratively as part of a team.
- Referral Coordination: Strong skills in communicating with and coordinating referrals to regional QSTARS service providers.
- Communication: Highly developed verbal and written communication skills to ensure clear, accurate, and professional interactions with clients, colleagues, and stakeholders.
- Technology Proficiency: Competence in using a variety of computer applications for communication and record-keeping, including online client management systems.
- Cultural Competence: Ability to engage respectfully and effectively with people from diverse cultural, linguistic, and socio-economic backgrounds.
- Interpersonal Skills: Strong interpersonal and consultation skills, with the ability to build and maintain professional working relationships.

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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

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 _____