

TQ QSTARS REGIONAL ADVICE WORKER

POSITION DESCRIPTION



Tenants Queensland

[tenants working together](#)

Position Title: TQ QSTARS ADVICE WORKER

Conditions of Employment: As per the Tenants Queensland (TQ) Enterprise Agreement 2023-26

Classification:

Level 3 of the Social, Community, Home Care and Disability Services Industry Award– During a period of time from commencement to formal signoff as an unsupervised advice worker.

Level 4 of the Social, Community, Home Care and Disability Services Industry Award– Once assessed as competent to perform unsupervised direct advice work.

Status: Permanent

Working Hours: Part-time 30.4 hours per week (4 days)

Location: Spring Hill (Brisbane CBD) and other sites as required from time to time

Reports to: QSTARS (Brisbane North Coast) Regional Service Coordinator

Accountability: This position is directly accountable to the BNC Regional Service Coordinator for all staffing matters including performance appraisals.

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

Key relationships:

This position also has strong dependency with the:

- QSTARS BNC Senior Advice worker and the QSTARS BNC Expert Support Worker for accuracy and quality of services and advice.
- QSTARS Services Delivery Manager and the QSTARS Legal Officer to collaboratively, consistently and effectively deliver the QSTARS 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 delivering high-quality tenancy advice and casework to support residential renters. It aims to empower individuals to independently address tenancy-related concerns, while also providing targeted assistance to those who require additional support in asserting their rights.

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Position Reviewed and Approved:

February 2026

Key Accountabilities

- 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 your team and all QSTARS TQ and Partners team members to meet the needs of eligible persons and the goals of the QSTARS program.
- Maintain and enhance high standards in service delivery to assist renters resolve their tenancy issues, including empowering eligible persons to take action independently and providing additional services to those who require them.
- Develop effective working relationships with other key agencies, e.g. QCAT and other community service providers to maximise client outcomes.
- Achieve defined learning and delivery key performance indicators (KPI) such as progressing to 'unsupervised advice' (with training support), output hours, client rations and satisfaction.
- Comply with TQs Policies and Operational Procedures and always act in accordance with TQ stated Values & Behaviours.
- Comply with TQ's policies and procedures.

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Specific Duties:

- Provide quality tenancy advice and casework services to eligible persons (after successful training) in relationship to The Act and other domains as per TQ's policies and procedures.
- Continuously improve services provided to clients through engagements with learning and development activities and support from senior team members.
- 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 effective individual case interviews to identify the source of clients' problems.
- 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.
- Guide eligible persons through the legal pathways regarding tenancy rights and responsibilities, including notices, Dispute Resolution and the Queensland Civil Administration Tribunal (QCAT). Follow up the progress of clients who have on-going matters.
- Advocate on behalf of eligible persons as necessary, particularly when they have limited capacity to advocate on their own behalf.
- As an active facilitator (particularly for the most vulnerable), connect eligible persons with other community services (for example, homelessness and community DFV/drug and alcohol support services, Community Legal Services) to support their broader.
- Assist QSTARS Senior Advice Workers and QSTARS Regional Service Coordinators 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:

- A commitment to the principles of social justice
- Ability to work independently and as a member of a team.
- Ability to deal with large numbers of requests within a high demand environment, at times, involving distressed and vulnerable clients.
- Ability to utilise self-care strategies to maintain personal wellbeing and professional composure when supporting clients experiencing stress
- Ability to effectively and sensitively deliver case management services to residential renters.
- Ability to efficiently use a range of computer programs for communication, records management including on-line client information management system.
- Highly developed verbal and written communication skills.
- Ability to relate to people from different cultural and socio-economic backgrounds.
- Highly developed verbal and written interpersonal communication skills, including consultation.

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Essential Requirements:

- Understanding of or demonstrated ability to rapidly acquire knowledge of:
 - Queensland residential tenancy laws
 - Housing issues
 - The community services sector

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

Retention of applications and compliance with privacy regulations:

TQ retains applications, resumes, referee reports and related recruitment material for a period of 3 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 _____