



## Position Description

<b>Job Title</b>	Tenancy Advice Worker
<b>Department</b>	QSTARS
<b>Reporting line</b>	QSTARS Team Leader
<b>Hours</b>	
<b>Location</b>	Yeronga Office with regular travel to all other sites
<b>Award Level</b>	<p><b>SCHADS LVL 3</b> – During a period of time from commencement to formal signoff as an unsupervised advice worker.</p> <p><b>SCHADS LVL 4</b> – Once assessed as competent to perform unsupervised direct advice work.</p>

### Purpose of the position

Provide high-quality advice, information, and advocacy support to tenants, particularly vulnerable groups, to ensure their rights are protected and their responsibilities understood under Queensland tenancy laws. The role aims to empower tenants to resolve tenancy issues, sustain tenancies, and prevent or reduce the risk of homelessness. This position also facilitates self-advocacy by enhancing individual coping skills and referring tenants to appropriate services.

### Key Deliverables

Deliverable	Metric	Value Alignment
<p><b>Service Delivery</b> Deliver the QSTARS program on Brisbane's southside, ensuring all required program data is accurately collected, reported, and contributing to overall program goals.</p>	<ul style="list-style-type: none"> <li>• Contact all referred clients within 24-48 hours of receiving their referral, ensuring timely and responsive service delivery.</li> <li>• Make a minimum of three attempts to contact clients within the first seven calendar days of receiving their referral.</li> <li>• Ensure that 85% of working hours are accurately recorded and documented within the client database (CSNet) on a weekly basis.</li> </ul>	<p>Empowering others Staying connected</p>
<p><b>Completion of training</b> Maintain up-to-date foundation training or skills necessary for effective performance.</p>	<ul style="list-style-type: none"> <li>• Ensure 100% completion of all required training modules within 12 months of starting the role</li> </ul>	<p>Empowering others</p>
<p><b>Individual advice and assistance</b> Provide tailored advice and advocacy to tenants, empowering them to resolve tenancy issues under the Residential Tenancies and Rooming Accommodation Act 2008.</p>	<ul style="list-style-type: none"> <li>• Ensure that 85% of working hours are accurately recorded and documented within the client database (CSNet) on a weekly basis.</li> <li>• Client satisfaction rating (via feedback forms or surveys).</li> </ul>	<p>Welcoming all Empowering others</p>
<p><b>Supporting tenancy resolution</b></p>	<ul style="list-style-type: none"> <li>• As per service agreement outputs (hours)</li> </ul>	<p>Making a difference Staying connected</p>

Advocate for tenants with limited capacity and coordinate with service providers to address tenancy-related issues.		
<b>Compliance and service standards</b> Ensure compliance with TQ and QSTARS policies and standards, as well as Community Plus+ Risk Management Procedures.	<ul style="list-style-type: none"> <li>• 100% compliance rate with service standards, policies, and procedures for example risk management follow up.</li> <li>• Weekly check-in with the team leader, including a review of current client cases, risk management strategies, and any emerging issues.</li> </ul>	Getting creative Making a difference
<b>Administrative and additional duties</b> Complete all administrative tasks, including data entry and any additional duties as assigned by the QSTARS Team Leader or TQ Regional Service Coordinator.	<ul style="list-style-type: none"> <li>• Timeliness of completing administrative tasks, including data entry (e.g., within 24-48 hours).</li> <li>• Accurate data entry on CS Net.</li> <li>• Feedback from the Team Leader on the completion of additional duties.</li> </ul>	Welcoming all Empowering others

## OUR VALUES



*With respect, care,  
and joy*



*To people, place,  
and our past*



*For healing,  
curiosity, and  
transformation*



*To learn, take  
action, and grow*



*Changing lives  
and our world*

## Key Competencies

	COMPETENCY	DEFINITION	INDICATIVE BEHAVIOUR
<b>BEHAVIOURAL SKILLS</b>	<b>Communication</b>	<i>Ability to clearly and effectively convey information through verbal and written means.</i>	Communicates clearly and concisely in emails, reports, and conversations, ensuring understanding by all parties involved.
	<b>Empathy and compassion</b>	<i>Ability to understand and relate to the feelings of others, showing kindness and consideration.</i>	Listens actively to clients' concerns, demonstrating understanding and providing support without judgment.
	<b>Resilience and adaptability</b>	<i>Ability to remain composed and flexible in challenging or changing situations.</i>	Stays calm under pressure and is open to adjusting work priorities when situations change or new information becomes available.
	<b>Collaboration and teamwork</b>	<i>Ability to work effectively with others towards common goals.</i>	Works cooperatively with team members, offering assistance and seeking help when needed to achieve team objectives.

	<b>Self-Awareness and Self-Care</b>	<i>Awareness of personal limitations and needs, actively practicing strategies to maintain well-being.</i>	Recognises when feeling overwhelmed and takes appropriate steps to manage workload or seek support.
<b>KNOWLEDGE</b>	<b>Advocacy</b>	<i>Ability to represent and champion the needs and rights of individuals or groups.</i>	Provides clear and accurate information to clients, advocating on their behalf where needed, and ensures their voices are heard.
	<b>Social, Economic, and Environmental Factors</b>	<i>Understanding of the impact of social, economic, and environmental issues on communities and individuals.</i>	Demonstrates awareness of how social and economic issues affect clients and incorporates this understanding into client interactions.
	<b>Social justice</b>	<i>Commitment to equity and fairness in addressing social disparities.</i>	Treats all clients fairly and equally, ensuring no one is disadvantaged or discriminated against in accessing services.
	<b>Cultural Competence</b>	<i>Ability to interact effectively with people from diverse cultural backgrounds, respecting differences.</i>	Engages respectfully with clients from diverse backgrounds and demonstrates cultural sensitivity in communication and service delivery.
<b>TECHNICAL SKILLS</b>	<b>Tenancy law</b>	<i>Knowledge of laws and regulations related to tenant rights and housing issues.</i>	Understands basic tenant rights and responsibilities under Queensland tenancy law and applies this knowledge in advice to tenants.
	<b>Information, referral and advice</b>	<i>Providing accurate information, referrals, and practical advice to connect clients with appropriate services and support.</i>	Provides clients with accurate information about their options and refers them to relevant services when needed.
	<b>Reporting &amp; Documentation</b>	<i>Proficiency in preparing and maintaining accurate reports and records.</i>	Completes case notes and reports in a timely manner, ensuring all necessary information is documented accurately.
	<b>Technology</b>	<i>Competence in using software and digital tools relevant to the role.</i>	Uses client management systems and office software effectively, ensuring data is entered and maintained accurately.
	<b>Data analysis</b>	<i>Ability to interpret and analyse data to inform decision-making processes.</i>	Uses basic data analysis skills to interpret reports and provide insights on client trends or program performance.

## Essential Qualifications & Licences

Minimum Qualification

Nil - Tenants Qld and Community Plus will provide specialised training that will give the necessary knowledge and requirements to perform the role.

#### **Highly Desirable**

- Qualifications in social work, law, or similar and/or previous experience working in the community service sector.
- Understanding of or demonstrated ability to rapidly acquire knowledge of Qld residential tenancy laws and housing issues.

#### **Licenses**

Queensland Driver's license or ability to travel if needed (desirable).

#### **Desirable Experience**

- Empowering vulnerable people using a strengths-based approach.
- Working with non-English speakers, people with disabilities, and individuals at risk of homelessness.
- Working within the community services sector.
- Previous experience in or with the legal sector related to tenancy issues.