

# POSITION DESCRIPTION



tenants queensland inc

TENANTS WORKING TOGETHER

Date: 7/1/2020

## TQ QSTARS COMMUNITY EDUCATION AND NETWORK DEVELOPMENT (CAPS) WORKER

<b>Position Title:</b> TQ QSTARS Community Education & Network Development Worker
<b>Classification:</b> <i>Level 4</i> of the Community Services and Crisis Assistance Award (State) 2008
<b>Status:</b> Part Time Fixed Term until 30 October 2020
<b>Working Hours:</b> 19 hours per week Part Time defined hours are to be in line with service demand and workers availability
<b>Location:</b> 1 x Part Time x TQ Rockhampton office
<b>Salary:</b> (Per the Pay Point 1 of the <i>Level 4</i> of the Transitional Pay Equity Order Qld).
<b>Conditions of Employment:</b> As per the Tenants Queensland (TQ) EBA previously lodged in the State Commission.
<b>Reporting to:</b> TQ QSTARS HUB & Central Queensland Regional Services Coordinator
<b>Accountability:</b> All staff are accountable to the Chief Executive Officer and ultimately to the governance board. This position is accountable to the TQ QSTARS Central Queensland Regional Services Manager for all staffing matters including performance appraisals.
<b>Interdependencies:</b> This position has a strong interdependency with other QSTARS Service Providers in the region and the Statewide community education and network development Networks. This requires working with the QSTARS Central Queensland Regional Services Coordinator to develop a structure for engaging, supporting and then working with Community Access Points and other providers within the region to implement multiple but consistent options for residential renters to access services across the region.

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**Position Title:**

TQ QSTARS Community Education & Network Development Worker

**Purpose of the Position:**

This position is to promote community awareness of TQ QSTARS services and tenant rights using a wide range of communication strategies and educational materials and to further develop a network of Community Access Points to provide innovative ways for service users to access to QSTARS services across the region.

**Position Approved:**

August 2016

**General Duties:**

Work towards achieving 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.

Participate in the delivery of tenancy advice, advocacy and general resourcing of tenants.

Contribute to 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 Tenants Qld Chief Executive Officer (CEO) and or the governance board.

**Specific Duties:**

Organise and deliver community education within the region.

Identify gaps in and relevance of community education and promotional materials in the region and ensure the delivery of appropriate materials for specific population groups.

Identify the need as well as opportunities for, and further develop the network of Community Access Points across the region.

Work with the Regional Services Coordinator and the other Regional Community Education and Network Development workers to identify need, delivery strategies and provide input for promotional material requirements.

Support the Regional Service Coordinator in maintaining partner relationships and participate in representation of the region in relevant stakeholder group sessions.

Ensure that the Program is appropriately and consistently branded and promoted throughout the region.

Work with the Regional Service Coordinator to develop and deliver the Regional Service Plan.

**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, interpersonal skills and computer literacy.

Ability to complete project work within designated time frames.

Ability to travel within the region when required in responding to community education needs.

**Desirable:**

Possess a current Queensland Driving Licence.

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