

# POSITION DESCRIPTION

## TQ QSTARS REGIONALADVICE WORKER



Tenants Queensland

[tenants working together](#)

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| <b>Position Title:</b>                 | <b>TQ QSTARS ADVICE WORKER</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Conditions of Employment:</b>       | As per the Tenants Queensland (TQ) Enterprise Agreement 2023-26                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Classification:</b>                 | <p><b>Level 3</b> 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.</p> <p><b>Level 4</b> of the Community Services and Crisis Assistance Award (State) 2008 - Once assessed as competent to perform unsupervised direct advice work.</p>                                                                                                                                  |
| <b>Status:</b>                         | Fixed term until 30/06/2027                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Working Hours:</b>                  | 0.6 FTE - 3 days (22.8 hours)                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Location/s:</b>                     | TQ Brisbane office, 87 Wickham Terrace, Spring Hill, Brisbane                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Reporting to:</b>                   | TQ QSTARS BNC (Brisbane North Coast) Regional Services Coordinator                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Accountability:</b>                 | <p>All staff are accountable to the Tenants Qld Chief Executive Officer and ultimately to the governance board.</p> <p>This position is accountable to the TQ QSTARS Regional Service Coordinator for all staffing matters including performance appraisals.</p>                                                                                                                                                                                                                                   |
| <b>Interdependencies:</b>              | This position has strong dependency with the regional Senior Advice worker and the TQ QSTARS Expert Support Worker for accuracy and quality of services and advice.                                                                                                                                                                                                                                                                                                                                |
| <b>Purpose of the Position:</b>        | This position is dedicated to the provision of high quality advice, information, referral and support to residential renters.                                                                                                                                                                                                                                                                                                                                                                      |
| <b>About Tenants Queensland:</b>       | <p>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.</p> <p>We pride ourselves in providing specialist advisory services to renters, advocating on behalf of them, and securing improvements to Queensland's residential tenancy laws.</p>                                                                                                      |
| <b>Position Reviewed and Approved:</b> | February 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Key Accountabilities</b>            | <ul style="list-style-type: none"><li>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 <i>The Residential Tenancies and Rooming Accommodation Act (2008)</i> (The Act).</li><li>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.</li></ul> |

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| <b>Position Title:</b> <b>TQ QSTARS ADVICE WORKER</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>• 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.</li> <li>• Develop effective working relationships with other key agencies, e.g. QCAT and other community service providers to maximise client outcomes.</li> <li>• Achieve defined learning and delivery key performance indicators (KPI) such as progressing to 'unsupervised advice' (with training support), output hours, client rations and satisfaction.</li> <li>• Comply with TQs Policies and Operational Procedures and always act in accordance with TQ stated Values &amp; Behaviours.</li> <li>• Comply with TQ's policies and procedures.</li> </ul> <p>Undertake administrative duties associated with the performance of the position's specific duties.</p> <p>Other duties as specified by the Tenants Qld Chief Executive Officer (CEO) and or the governance board.</p> |
| <p><b>Core Capabilities:</b></p> <ul style="list-style-type: none"> <li>• A commitment to the principles of social justice</li> <li>• Ability to work independently and as a member of a team.</li> <li>• Ability to deal with large numbers of requests within a high demand environment, at times, involving distressed and vulnerable clients.</li> <li>• Ability to utilise self-care strategies to maintain personal wellbeing and professional composure when supporting clients experiencing stress</li> <li>• </li> <li>• Ability to effectively and sensitively deliver case management services to residential renters.</li> <li>• Ability to efficiently use a range of computer programs for communication, records management including on-line client information management system.</li> <li>• Ability to relate to people from different cultural and socio-economic backgrounds.</li> </ul> <p>Highly developed verbal and written interpersonal communication skills, including consultation.</p>                                                           |
| <p><b>Essential Requirements:</b></p> <ul style="list-style-type: none"> <li>• Understanding of or demonstrated ability to rapidly acquire knowledge of: <ul style="list-style-type: none"> <li>○ Queensland residential tenancy laws</li> <li>○ Housing issues</li> <li>○ The community services sector</li> </ul> </li> </ul> <p><b>Highly desirable</b></p> <ul style="list-style-type: none"> <li>• Qualifications in social work, social science. law or similar and/or previous experience working in the community services sector.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Queensland Driver's license</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                |

POSITION DESCRIPTION  
TQ QSTARS REGIONAL ADVICE WORKER

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**Position Title: TQ QSTARS ADVICE WORKER**

- 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 \_\_\_\_\_