



Position Description

Position:	Tenant Advice Worker (Fraser Coast)
Status:	Permanent part – time (subject to on-going funding)
Classification:	Level 5 of the Community Services and Crisis Assistance Award (State) 2008
Conditions of Employment:	as per the TUQ EBA (lodged in the State Commission)
Hours:	8 hours per week specified
Location:	Fraser Coast office (Pialba)
Accountability:	All Fraser Coast staff are accountable to the Fraser Coast Coordinator and through them to the Statewide Coordinator and ultimately to the Steering Committee. This position is accountable to the Fraser Coast Coordinator for all staffing matters including performance appraisals.
Approved:	March 2010

Purpose of the Position: This position focuses on providing access to the TUQ's services to renters living in rooming accommodation and other marginal tenures in the Fraser Coast catchment area. Along with other staff, this position provides advice and advocacy services to all types of renters in the region.

Duties and Responsibilities:

General Duties:

- Work towards achieving the aims of the Tenants' Union of Queensland.
- Work as a member of a team with other staff and Steering Committee and comply with all organisational Policies and Procedures.
- Participate in the Union's delivery of tenancy advice, advocacy and general resourcing of tenants and tenant advocates.
- Contribute to the development of TUQ law reform and policy.
- Undertake administrative duties associated with the performance of the position's specific duties.
- Other duties as specified by the Fraser Coast Coordinator, Statewide Coordinator or the Steering Committee.

Specific Duties:

- Empower and support residents and tenants by:
 - providing advice regarding tenancy law related issues;
 - providing printed TU information;
 - advocating on behalf of residents and tenants if necessary;
 - referring clients to other services (for example, Community Legal Centres and support services).

- Adhere to recording procedures required by the Union and its Professional Indemnity Insurers.
- Stay informed about existence of rooming accommodation and caravan parks in the region and implement strategies to increase access to services for these clients.
- Participate in the delivery of community education.

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;
 - Housing policy issues;
 - Sector issues.
- Ability to work independently and as a member of a team.
- Proven skills in advocacy and ability to work directly with tenants including those in marginal tenures such as boarding houses and caravan parks
- Highly developed verbal and written communication skills, including interpersonal skills and computer literacy.
- Ability to relate to people from different cultural and socio-economic backgrounds.

Desirable:

- Qualifications and experience in the Social Welfare or other related area.
- Current Queensland driver's license.