



Title: Team Leader - Tenant Advice & Referral (QSTARS)
Status: 12 month contract/ Part-time – 42 hour FN.
Classification: Queensland Community, Home Care & Disability Services Award 2010 (SCHADS)
Level 5
Location: Based in South Brisbane.

Community Plus+ Queensland are looking for a Team Leader for our QSTARS team. This is an exciting opportunity for a person who is passionate about supporting sustainable tenancies and interested in leading our Tenant Advice and Referral Service on the south side of Brisbane.

ABOUT COMMUNITY PLUS+

A not-for-profit community development organisation based in the southern suburbs of Brisbane, Community Plus+ has a vision of *Strong Centres for Active Communities*. Community Plus+ work with local people and their key strengths, resources and capacities in order to increase the wellbeing of all. We are part of creating communities that are equal, connected and empowered.

Community Plus+ Queensland delivers social inclusion and community development and tenancy advice services from facilities in Yeronga and West End with outreach and mobile service delivery across the Brisbane LGA. The community centres, off-site programs and services are run as a combination of centre-based and outreach work. This includes Community Plus+ Queensland Tenant Advice and Referral Services operating out of the Community Plus+ Queensland centres and at a variety of outreach sites. Community Plus+ Queensland offers information, advice and referral, community development, tenancy advice and meeting and venue hire spaces including West End Croquet Club in South Brisbane. Community Plus+ Queensland is a collaborative organisation where you can make a difference, and is governed by a skills-based committee.

For more information please visit www.communityplus.org.au.

ABOUT QSTARS

The Queensland State-wide Tenants' Advice and Referral Service (QSTARS) program operates across Queensland to ensure Tenants and Residents in Queensland understand their rights and responsibilities under the *Residential Tenancies and Rooming Accommodation Act 2008*, and are able to exercise those rights and fulfil their tenancy obligations. QSTARS offers tenancy advice and further assistance not available through the Residential Tenancies Authority (RTA) call centre. Community Plus+ Qld QSTARS is a partner with Tenants Queensland Inc. to provide a local service to residents in the greater Brisbane South region.

ROLE DESCRIPTION

This position will be responsible for:

- Leadership and support of the QSTARS team
- Coordination of QSTARS operations in conjunction with the Manager

Accountability:

This position reports to the Manager of Community Plus+ Queensland.

Key Responsibility Areas:

Contributing to program development and operations

- Provide leadership including supervision and provision of senior expert advice for the QSTARS team to deliver the QSTARS program in the region.
- Coordinate and contribute to internal and external meetings, including fortnightly Team and Casework meetings and monthly TQ partner meetings.
- Develop individual work plans and regularly review with QSTARS Tenancy Advice team.
- Coordinate referrals inbox and allocation to QSTARS Tenancy Advice team.
- Ensure that all statistical, financial and program reporting requirements are fulfilled, including accurate collection and recording of data.
- Develop and maintain relationships with client groups, referrers and other community stakeholders which lead to increased awareness of QSTARS and better referral pathways for QSTARS clients.
- Work with the Community Plus Manager to ensure partnership requirements with TQ ie: contractual compliance is met.

Casework -individual advice and assistance and supporting tenants in resolving tenancy issues:

- At times the Team Leader will work with tenant advice workers or singly to provide information, advice and guidance on resolving **complex** tenancy issues and sustaining tenancies in relation to The Residential Tenancies and Rooming Accommodation Act 2008 (The Act) through face-to-face appointments, telephone and/or written advice, outreach and community access points.
- Assist tenants to identify strengths and resources to solve tenancy/residency problems, including information on effective communication with real estate agents and lessors.
- Work alongside tenants to develop a plan to achieve resolution of issues and build the capacity of tenants to manage their tenancy, including referrals to other organisations or services as required.
- Assist tenants to understand and complete forms and paperwork.
- Check outgoing tenancy advice in a correct and timely manner.
- Guide tenants and residents through legal pathways of Breach Notices, Dispute Resolution and the Queensland Civil Administrative Tribunal (QCAT) to encourage and assert rightful and responsible outcomes.
- Facilitate meetings with property managers or landlords to enable informal and/or formal dispute resolution processes.
- Attend formal or informal dispute resolution processes, where a tenant has limited capacity to advocate on their own behalf, including QCAT hearings.
- Coordinate with local service providers to address identified tenancy issues.

SELECTION CRITERIA

Essential

1. Demonstrated aptitude for performing the above key responsibility areas as team-leader for the QSTARS program, and facilitating the QSTARS delivery model within a broader community organisation setting.
2. Working knowledge and experience working with legislation, specifically the *Residential Tenancies and Rooming Accommodation Act 2008*.
3. Demonstrated commitment to Social Justice and empowerment of vulnerable community members.
4. Ability to both lead a team and play a part in the professional life and culture of a larger organisation.
5. Demonstrated high level communication, problem solving and organisational skills.
6. Strong computer skills and adaptability to use of various programs and applications.
7. **Relevant educational and professional qualifications, which may include;**
 - Tertiary qualifications in Social Work, Human Services, Psychology or similar (desirable)
 - Diploma or Certificate in a related area or other non-related tertiary qualification
 - Extensive work experience

Other requirements

- Current Blue Card and Positive Notice Police Check or capacity to attain Blue Card and Positive Notice Police Check
- Current driver's licence and use of personal car

CLASSIFICATION AND HOURS OF WORK

The position is classified under the Social, Community, Home Care and Disability Services Industry (SCHADS) Award at Level 5. Salary sacrificing options are available.

DURATION OF APPOINTMENT

This position is ongoing subject to funding.

FOR MORE INFORMATION

Please contact the team by emailing admin@communityplus.org.au or phoning Mel Hilditch during business hours on 07 3848 2285.