



## TENANTS' UNION OF QUEENSLAND

### POSITION DESCRIPTION

<b>Position:</b>	<b>CALD Tenant Education Project Worker</b>
<b>Location:</b>	Based in Brisbane office
<b>Status:</b>	<b>Part-time, 33 weeks fixed term</b>
<b>Level:</b>	Based on Social and Community Services Award (SACS) Level 6. The TUQ has a certified agreement which largely reflects the SACS award.
<b>Hours:</b>	22.8 hours per week (fixed term)
<b>Accountability:</b>	To the Steering Committee through the Statewide Coordinator.
<b>Approved:</b>	September, 2008

**Purpose of the Position:** To increase accessibility to the tenancy advice services for new and emerging CALD communities (*Culturally & Linguistically Diverse*)

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#### Specific Duties

1. Develop partnerships between the TUQ, local tenancy advice and multicultural service providers.
2. Recruit bi-lingual individuals as community partners to work with the TUQ to deliver community education to their communities.
3. Support and assist bi-lingual community partners to develop their knowledge of tenancy law and community education delivery.
4. Coordinate bi-lingual community partner work placements with TUQ and other services, including developing placement management guidelines.
5. Identify and produce a statewide education product for tenants from new and emerging communities.
6. Evaluate the project.

#### General Duties

- Work towards achieving the aims of the Tenants' Union of Queensland.
- Work as a member of a team with other staff, Steering Committee and Tenants' Union members.
- Participate in the Union's delivery of tenancy advice, advocacy and general resourcing of tenants and tenant advocates.
- Other duties as specified by the Coordinator or Steering Committee.

## **Selection criteria**

### **Mandatory**

- A. A commitment to the principles of social justice;
- B. Proven ability to develop and deliver community education programs;
- C. Highly developed communication skills, including written, verbal, consultation and inter-personal skills;
- D. Demonstrated ability to relate to people from different cultural and socio-economic backgrounds;
- E. Knowledge of, or ability to rapidly acquire knowledge of Queensland residential tenancies laws.

### **Desirable**

- F. Good knowledge of Microsoft Office applications including Outlook, Word etc
- G. Ability to evaluate program delivery.
- H. Current Queensland driver's license.

## **CALD Accessible Service Delivery Community Partnership Project.**

### **Project background**

This project aims to build a collaborative community partnership model with local tenant advice services, bi-lingual community partners and multicultural community agencies to assist TAAS and TUQ to deliver coordinated accessible advice services and ongoing tenant awareness activities for tenants from culturally and linguistically diverse backgrounds.

This project will:

- Map current projects and emerging information needs of tenants from new and emerging communities.
- Build partnerships with TAAS, multicultural services providers and bi-lingual community partners to support provision of tenancy information and advice services to tenants from new and emerging communities.
- Coordinate TUQ delivery of community education activities to tenants from new and emerging communities.
- Coordinate delivery of 5 day TUQ tenancy law training program and recruitment of 10 bi-lingual community partners from identified high need communities.
- Coordinate and support bi-lingual community partner work placements with participating TAAS and TUQ.
- Work with stakeholders to identify and develop a statewide tenancy information resource for tenants from new and emerging communities.
- Evaluate the project and the effectiveness of the community partnership model in improving tenancy awareness and access to TUQ and TAAS services by tenants from new and emerging communities.