

Key Selection Criteria

(All Criteria must be addressed in the application)

1. Proven experience providing quality property and tenancy management services and/or relevant qualifications.
2. Excellent knowledge of the Residential Tenancies Act in QLD.
3. Demonstrated experience working with vulnerable client groups. Ability to respond within a strengths-based framework and with empathy to people of diverse background and needs who are disadvantaged, experiencing distress, and behaving in ways that do not accord with one's own values.
4. Demonstrated ability to mediate disputes and negotiate best outcomes
5. Demonstrated ability to work effectively in high pressure environment including excellent time management and organisational skills. Ability to prioritize own workload.
6. Must possess excellent administration skills
7. Must possess excellent written and oral communication skills including the ability to prepare reports and deliver tenancy education. Experience in writing grants would be an advantage.
8. Must possess computer skills including standard productivity software and tenancy relevant software such as ADL.
9. Demonstrated ability to establish effective working relationships with others and to function effectively as a team member. Ability to work within established agency guidelines, policy & procedures to deliver quality professional services
10. Current knowledge of Workplace Health and safety and other relevant legislation and regulatory requirements relevant to the role.
11. Possession of Blue Card and current Queensland Driver's License. (Please present at interview)