



POSITION DESCRIPTION

Position Title:	CARE COORDINATOR FACILITATOR (CCF; Moreton Bay region)	Version:	2.0
Position Reports to:	Housing and Neighbourhoods Manager (HNM)		
Program:	Service Integration Initiative (SII)	Position Code:	CCF
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Senior Worker/ Team Leader	Direct Reports:	Yes
		Classification Level:	6
Date reviewed:	16/06/2022	Reviewed by:	HR & + HNM
		Date next review:	01/12/2022

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals across the Moreton Bay region and the greater North Brisbane area.

Operating since 1987 we are committed to developing programs and services that support the wellbeing of community members, to encourage and enable community participation, and respond to identified community issues and needs. Encircle operates across Moreton Bay and surrounds from seven sites including Redcliffe, Kallangur, Lawnton, Strathpine, Caboolture, Kedron and Zillmere. We have approximately 50 staff and 200 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected and supported.

Our Mission:

To be a responsive, adaptive and sustainable organization to meet the changing needs of our communities.

Housing and Neighbourhood's at Encircle:

Our Housing and Neighbourhood's Team deliver programs that Encircle implements on behalf of the Queensland Government, working in close cooperation with a range of other service providers, peer and community networks, and local governments.

Our Housing activities have three major areas of focus – homelessness outreach, early intervention and service integration. The Homelessness Outreach Access Program (HOAP) has the only worker in the Moreton Bay Regional Council (MBRC) area that is funded to provide assertive outreach services for people experiencing homelessness.

With teams based in Lawnton, Redcliffe and Zillmere, our Homestay service is an early intervention/prevention model covering Moreton Bay and Brisbane North regions, aimed at supporting people at risk of losing tenancies and helping them avoid homelessness.

The Service Integration Initiative (SII) integrates, coordinates and strengthens service response mechanisms, through enhanced, multi-disciplinary care coordination groups, or 'place-based alliance for individuals and households presenting with multiple needs, in addition to experiencing homelessness or being at risk of homeless.

Our Neighbourhood Centres are located in Lawnton, Redcliffe and Kallangur and support Encircles' vision for communities to be connected, resilient and thriving. A large proportion of community members engage with us initially through our doors or over the phone seek support with their immediate needs – a hot meal or drink, food parcel, access to laundry facilities, therapeutic and financial counselling, early intervention assistance to avoid homelessness, or to join one of the community groups that call our Centres home. The Neighbourhood Centres are supported by a team of very passionate, qualified and skilled people which include the Community Development team, Reception and Volunteer teams.

PURPOSE OF ROLE

Contribute to the operational objectives of the Housing & Neighbourhood's Team, by utilising sound knowledge and skills gained through qualifications and experience.

Informed by the Housing and Homelessness Action Plan 2021-2025; [Queensland Housing and Homelessness Action Plan 2021-2025 \(chde.qld.gov.au\)](https://www.chde.qld.gov.au), the Care Coordination Facilitator supports a more integrated service system, , whilst strengthening regional structures through stakeholder engagement and capability building activities.

Utilising Place-Based, Person-Centred and Evidence-Informed approaches, the CCF provides facilitates coordinated, multi-disciplinary responses for individuals and households that are homelessness or are at the risk of becoming homelessness. In doing so the CCF connects individuals and households with services and supports, that aim to address housing, health, family and other needs by reducing access and other systemic barriers. Support services enable households to build capability and capacity, leading to enhanced independence, self-reliance and connection to community.

MAIN DUTIES AND RESPONSIBILITIES

Develop and foster partnership opportunities across the region and to exercise a high level of interpersonal skills when engaging with government departments, community-based organisations and other key stakeholders.

As the Care Coordination Facilitator, you will be responsible for supporting and guiding other Housing & Neighbourhood's Team members in the provision of tenancy sustainment, case support and with immediate brief intervention as required. Interventions included but not limited to provision of information, advocacy, and referrals to relevant support services and support to access required resources.

Work within a Strengths-Based, Recovery-Focused Framework, the Practice Framework Policy and Positive Workplace Behaviour Procedure to facilitate client support work.

Provide supervision and debriefing to ensure the personal wellbeing and ongoing professional development of Housing and neighbours staff members.

In collaboration with the wider Housing & Neighbourhood's Team, and overseen by the Housing & Neighbourhood's Manager, meet all internal and external reporting requirements.

Duties:

- Provide facilitation and capability building support to regional care coordination groups focused on ending complex homelessness and sustaining tenancies.
- Work collaboratively to identify and actively include services in the care coordination group.
- Ensure the effective functioning of the group through secretariat support and excellence in facilitation.
- Convene care conferences for specific households as required.
- Contribute to teamwork synergize different roles, functions and opportunities at the regional and state-wide level.
- Actively work to strengthen regional networks and structures to ensure sustainability.
- Work collaboratively with the Q Shelter SII Backbone role towards collective impact.
- Regional sector capacity development
- Contribute to the identification of resources and tools including policies and procedures that support a consistent quality approach to care coordination and ensure their availability and distribution in the region.
- Identify learning and development needs and engage with Q Shelter to bring learning experiences to the region.
- Provide solution focused support to care coordination group members.
- Provide secretariat assistance to the identified regional housing and homelessness network if required and contribute to improved regional governance and leadership capacity towards reducing homelessness in the region.
- Attend and contribute to regular capacity building meetings involving regional facilitators to support capacity development and successful implementation.
- Work collaboratively with Q Shelter's SII Backbone role to develop a community of practice to support care coordination.
- Provide high quality data capture and other inputs to an evaluation framework
- Provide data reports that help to drive quality improvements and inter-regional learning
- Contribute to the measurement of collective impact across regions.
- Produce high quality written and verbal reports that support accountability and continuous improvements.
- Work safely and contribute to the safety of others.

Delegated Authorities:

- Not applicable.

KEY POSITION OUTCOMES

- Operational plans are implemented in accordance with organisational strategic plan, service agreement requirements and to the appropriate practice standards.
- Homelessness and housing services are provided through a strengths-based, recovery-focused framework.
- Integrated service delivery across Encircle's services and programs.

POSITION REQUIREMENTS

Qualifications:

- Tertiary qualification in Social Work, Human Services or related field with minimum of 3 years experience.

Capabilities:

- Ability to lead and motivate staff and foster a positive culture.
- Ability to analyze and interpret issues and problems and implement appropriate solutions.
- Work within agreed objectives and budget constraints.
- Utilizes knowledge of Encircle principles to establish and contribute to the development of procedures and operational plans.
- Good verbal communication skills including effective listening, clear interpretation and presentation skills including public speaking.
- Ability to work in partnership with government, organisations and other key stakeholders when developing strategic plans in response to regional needs and challenges.
- Development and presentation of statistical information including drafting reports, preparing internal and external correspondence.
- Energetic, self-motivated with lateral and forward-thinking skills.
- High level computer literacy with experience using the Microsoft Office suite of products with the ability to prepare written reports and other correspondence and meet reporting requirements and organisational database.

Previous Experience:

- Minimum of two years relevant experience in program management and supervision of practitioners.
- Minimum of three years relevant experience working with clients with high needs, multiple issues and crisis management.
- Experience in facilitating groups and engaging with strategic level stakeholders.

Other:

- Police Check
- Blue Card
- Drivers License

KEY SELECTION CRITERIA

- Proven track record and results in successful engagement and community development.
- Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of homeless people.
- Demonstrated high level communication skills across a range of audience groups and exemplary report writing skills.
- Demonstrated experience in facilitation, negotiation and conflict management skills when working with diverse stakeholder groups.
- Demonstrated experience in developing, presenting and facilitating workforce development and capability building workshops and events.
- Experience working within strategic planning environments.

- Demonstrated experience in collecting, interpreting and reporting complex data sets
- High level competency in using Client Management Systems and other software applications.

Key Documents:

- Encircle Policies and Procedures
- Child Protection Act
- Human Service Quality Framework (HSQF) Standards
- Department of Social Services (DSS) Standards
- Human Rights Act 2019
- Ani-Discrimination Act 1991

Name of incumbent: _____

Signature: _____

Dated: _____

DRAFT