

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>BRIEF INTERVENTION SENIOR WORKER</b>	<b>Version:</b>	1.0
<b>Position Reports to:</b>	Homelessness Programs Coordinator		
<b>Program:</b>	Homeless Outreach Access Program and Immediate Housing Response		
<b>Award:</b>	<b>Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)</b>		
<b>Role Level:</b>	Lead Worker	<b>Direct Reports:</b> Brief Intervention Workers	<b>Classification Level:</b> 5
<b>Date reviewed:</b> 08/2024	<b>Reviewed by:</b> CEO, HR, HNM	<b>Date next review:</b> 08/2026	

### ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd. (Encircle) 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 as well as delivering outreach programs. We have 80 staff and approx. 150 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 Homeless Programs:**

Funded by Australian and Queensland Governments, Encircle's housing and homelessness programs focus on providing generalist support to access housing services to those experiencing homelessness (Homeless Outreach Access Program and Immediate Housing Response), people facing unstable or inappropriate housing, or requiring tenancy sustainment support (Brisbane North and Moreton Bay Homestay Programs). Additionally, support to those impacted by natural disaster is provided through the Service Navigator Program, and care coordination support for households presenting with multiple needs is provided through the Service Integration Initiative.

Programs operate from a number of Encircle locations; Pine Rivers, Kallangur and Redcliffe Neighbourhood Centres, as well as sites at Zillmere, Bribie Island, Deception Bay and Caboolture.

Our housing and homelessness program teams comprise of dedicated, qualified, and experienced social work and human service professionals, providing brief intervention support informed by strengths-based, person-centred, and trauma informed approaches.

Aligned with Community Development and Social Justice principles, clients are provided the opportunity to be connected with variety of services, programs and networks that match their

needs, enabling them to develop capacity and capability. Other Services that we regularly refer to include; housing providers (community and state), psychological and financial counselling, legal services, family and parenting support, seniors programs, as well as a variety of community development, inclusion and engagement activities.

## **PURPOSE OF ROLE**

As a Brief Intervention Senior Worker, the role will:

- Contribute and lead the delivery of operational objectives during brief intervention worker shifts for the HOAP/IHR team, utilising sound knowledge and skills gained through qualifications and experience.
- Provide leadership, and support to the brief intervention colleagues.
- Utilise contemporary and informed decision-making practices, when supporting vulnerable homeless population groups.
- Support clients to build capacity to be independent, self-reliant and connected to appropriate social and community supports.
- Oversee reporting and brokerage expenditure related to the program.
- Evaluate and report on learning and developmental needs of brief intervention staff.
- Attend team meetings and scheduled appointments well as contributing to the operational and strategic growth of the organisation.

## **MAIN DUTIES AND RESPONSIBILITIES**

Reporting to the Homelessness Programs Coordinator, the role will be responsible for supporting and guiding brief intervention staff in the provision of assertive outreach support.

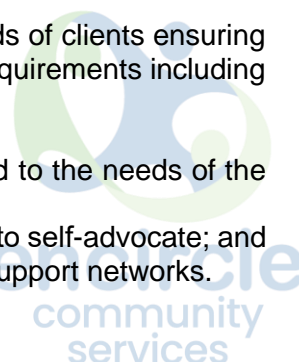
The role will carry a caseload and will support brief intervention program staff through informed decision-making practices, and team meetings. The role will also assist internal and external program reporting and brokerage expenditure.

To maintain program awareness across the region, the role will build and maintain effective networks and stakeholder relationships and contribute to regional sector integration and development.

### **Duties:**

As a Brief Intervention Senior Worker the role will:

- Contribute to the identification, establishment and monitoring of HOAP/IHR outcomes that maintain effectiveness and impact of service delivery consistent with agreed plans, objectives, indicators service level agreements, and relevant practice standards.
- Provide advice to Brief Intervention staff and provide information to the Homelessness Programs Coordinator to make informed decisions in relation to complex client interventions and service delivery issues.
- Provide brief intervention support to meet the individual needs of clients ensuring safety and compliance in line with legislation and program requirements including but not limited to:
  - undertaking assessments and risk management;
  - complete referrals to specialised services aligned to the needs of the clients;
  - provide advocacy whilst developing client's skills to self-advocate; and
  - develop client goals, problem solving skills and support networks.



- Provide support to Brief Intervention staff with a proactive solution focused approach. This includes but not limited to the provision of case reviews, ensuring program staff maintain quality file notes and case plans.
- Ensure compliance with program and legislative requirements in relation to information sharing, record keeping, data collection, privacy and confidentiality.
- Contribute to meeting internal and external reporting requirements including the collection and analysis of confidential data.
- Contribute to ongoing program evaluation and continuous improvement.
- Undertake other duties as directed from time to time.

**Delegated Authorities:**

- Nominated Responsible Person with delegated responsibilities in terms of the Risk Management Guide.
- As per the Encircle Schedule of Delegations.

**KEY POSITION OUTCOMES**

- HOAP/IHR is delivered in accordance with service agreement requirements and to the appropriate practice standards.
- HOAP/IHR services are provided through a strengths-based, person-centred and trauma-informed approach.
- Integrated service delivery across Encircle's services and programs.

**POSITION REQUIREMENTS**

***This position may require you to work outside of normal business hours, including overnight and weekend shifts, penalty rates applicable, please refer to your Contract of Employment for agreed terms.***

**Qualifications:**

- Must have a Social Work, Psychology or Human Service Degree combined with >1 year demonstrated experience in a Lead Practitioner role within a tenancy sustainment and/or homelessness context (preferred), OR
- Diploma level Human Service qualification combined with extensive demonstrated experience (> 3 years).

**Capabilities:**

- Demonstrated brief intervention and shift leader experience.
- Proven ability to implement and model contemporary practice approaches when supporting vulnerable population groups.
- Demonstrated autonomous decision-making capabilities, problem solving and sound judgement.
- Knowledge of the human service system, particularly the housing and homelessness sector.
- Demonstrated understanding of the contemporary challenges faced by vulnerable population groups.
- Ability to identify, propose and drive program and process improvements.
- Self organised and able to work with minimal supervision.
- Sound organisational, communication, supervision and mentoring skills.
- Proven ability to advocate, negotiate and influence.
- Ability to contribute and interpret program budgets and expenditure.
- Proven report writing and data interpretation capabilities.
- Working knowledge of SHIP data system or ability to acquire knowledge rapidly.



**Previous Experience:**

- Demonstrated experience in working within a housing and homelessness context, with a housing focus.
- Demonstrated experience in engaging with vulnerable population groups.

**Other:**

- National Police Check
- Current Driver's License
- Must be able to work in Australia
- Blue Card

**KEY SELECTION CRITERIA**

**KSC1:** Demonstrated ability to carry out needs identification, risk assessment/ management, referrals and advocacy.

**KSC2:** Demonstrated experience in team leadership, supporting program staff, problem solving, autonomous decision-making skills and driving change processes.

**KSC3:** Proven experience in delivering assertive outreach case management support for clients with high/multiple needs.

**KSC4:** Well-developed organisational skills that include the management of client records, database management, collection of statistical data and report writing.

**KSC5:** High degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of stakeholders including clients, service providers, volunteers, and staff.

**KSC6:** A high level of practice reflection and self-awareness.

**KSC7:** Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQ+ backgrounds and other vulnerable population groups and the application of Social Justice principles.

**Key Documents:**

- Encircle Policies and Procedures

**Employee Name:**

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**Employee Signature:**

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**Dated:**

