



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>HOMESTAY CASE MANAGER</b>	<b>Version:</b>	1.2		
<b>Position Reports to:</b>	Senior Case Manager, Brisbane North / Moreton Bay Homestay				
<b>Program:</b>	Homestay Program (Brisbane North / Moreton Bay)	<b>Position Code:</b>	HCM		
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
<b>Role Level:</b>	Case Manager	<b>Direct Reports:</b>	No	<b>Classification Level:</b>	4
<b>Date Reviewed:</b>	02/2024	<b>Reviewed by:</b>	H&N, HR	<b>Date next review:</b>	02/2026

### 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 60 staff and 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 Neighbourhoods at Encircle:**

Our Housing and Neighbourhoods team deliver programs that Encircle implements on behalf of the Commonwealth and Queensland Governments, working in close cooperation with a range of other service providers, peer and community networks, and local governments.

Our Housing activities have four major areas of focus – homelessness outreach, early intervention, service integration and service navigation.

The Homelessness Outreach Access Program (HOAP) is funded to provide outreach services for people experiencing homelessness.

Our Homestay programs provide early intervention and tenancy sustainment and case management support to households in Moreton Bay and Brisbane North at risk of losing their accommodation.

The Service Integration Initiative (SII) integrates and coordinates service response mechanisms, delivering coordinated, person-centred approach for people with multiple needs who are homeless, or at risk of becoming homeless.

The Service Navigation Program support households across Moreton Bay who have had their housing impacted by flood. This case management program provides psycho-social support, in addition to project management and grant applications when re-building/repairing their homes.

Our Neighbourhood Team focuses on three focus areas – Community Development, Intake and Response and Seniors Support.

The Community Development Team are based across the three neighbourhood centres at Pine Rivers (Lawnton), Kallangur and Redcliffe, and connect with each community in delivering events and projects, whilst designing resources. The Team focuses on knowing their communities and providing opportunities for capability building or enhanced social inclusion.

The Intake and Response Team are also based across the three centres and support those seeking assistance when presenting at the centre. The Intake and Response model encompasses a holistic, single session aimed at identifying unmet and need and creating referral pathways to supports.

The Older Person Action Program (OPAP) provides support to Seniors living in the Redcliffe Region. Based in the Redcliffe Neighbourhood Centre, the program provides information and advice, case management for those requiring longer term and/or intensive support and social inclusion programs.

## **PURPOSE OF ROLE**

Utilising a person-centred, strengths based and trauma informed approach, provide early intervention or tenancy sustainment support to households who are at risk of losing their housing. Support clients to build capacity, be independent, self-reliant and connected to appropriate social and community supports.

## **MAIN DUTIES AND RESPONSIBILITIES**

Under the guidance of senior staff build and maintain effective networks and stakeholder relationships and contribute to regional sector integration and development.

As a Homestay Case Manager, you will be responsible for providing tenancy sustainment case support and implement 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 Strengths Based Framework, the Practice Framework Policy and Positive Workplace Behaviour Procedure to manage Homestay case load and provide direct client support work.

In collaboration with the wider Homestay team, with the management of the Housing and Neighbourhoods Manager, meet all internal and external reporting requirements.

#### **Duties:**

- Working with the Homestay team to meet outcomes, maintain effectiveness and impact of service delivery consistent with agreed plans, objectives, indicators, service level agreements, and relevant practice standards.
- Under the supervision of senior staff and in line with program and legislative requirements undertake information sharing, case management, detailed record keeping, data collection, maintaining privacy and confidentiality.
- Develop case plans, provide appropriate referral pathways including assistance to access various products provided by Department of Housing as well as providing direct support on-site or in an outreach capacity, for duration of need, to individuals and families whose tenancies are at risk.
- In the provision of case management undertake relevant actions to meet the individual needs of clients ensuring safety, compliance in line with legislation and program requirements.
- Assist in meeting Homestay internal and external reporting requirements.
- Actively participate in case reviews, team meetings, and other meetings as required.
- Keep up to date with housing/homelessness sector developments and promote the service, ensuring a positive profile in the community.
- Utilise SHIP and QHIP data base for assessment and referrals, managing allocated case load.
- Other tasks as relevant to housing team and funded program.

#### **Delegated Authorities:**

- Nil

#### **KEY POSITION OUTCOMES**

- Undertake all activities in accordance with Homestay operational plans, case management strategies, service agreement requirements and to the appropriate practice standards.
- Homestay services are provided through a strengths-based framework.
- Integrated service delivery across Encircle's services and programs.

#### **POSITION REQUIREMENTS**

##### **Qualifications:**

- Degree in Social Work, Human Services or related field; or
- Tertiary qualification combined with a minimum of 2 years' experience

##### **Capabilities:**

- Work under general direction, utilising gained knowledge of Homestay principles in accordance with developed procedures and operational plans.
- Ability to support households identify, track and achieve goals through sound case management approach.
- Good verbal communication skills including effective listening, clear interpretation and presentation skills including public speaking.

- Ability to work in partnership with individuals and groups in the community.
- Development and presentation of statistical information including drafting reports, preparing internal and external correspondence.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Intermediate Computer literacy with experience using the Microsoft Office suite of products with the ability to prepare written reports and other correspondence and meet reporting deadlines and organisational database requirements.

**Other:**

- National Criminal History Police Check
- Working with Children Check – Blue Card
- Current unencumbered Drivers License
- Must be a permanent Australian resident or hold a current, valid working visa.

**KEY SELECTION CRITERIA**

**KSC1:** Demonstrated ability to complete need’s identification, risk assessment/management, referrals, and advocacy.

**KSC2:** Proven experience in case management and brief interventions, including crisis strategies for clients with high needs and multiple issues e.g., Mental Health, Domestic and Family Violence, and Drug and Alcohol misuse.

**KSC3:** Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing.

**KSC4:** A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers, volunteers, and staff.

**KSC5:** Demonstrated understanding of the needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse, LGBTIQA+ backgrounds and other vulnerable population groups.

**KSC6:** High level of self-awareness and ability to reflect on practice.

**Key Documents:**

- Encircle Policies and Procedures

**Employee Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

