

POSITION DESCRIPTION

Position Title:	HOMESTAY SUPPORT WORKER			Version:	1.2
Position Reports to:	Homestay Senior Case Manager				
Program:	Homestay Program				
Award:	Social, Community, Home Care and Disability Services Industry Award				
Role Level:	Worker	Direct Reports:	No	Classification Level:	3
Date reviewed:	10/2024	Reviewed by:	H&N, HR		Date next review: 10/2026

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 80 staff and 130 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 organisation 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.

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 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

Informed by client centred and strengths-based approaches, the role will provide early interventions to individuals and families who are at risk of homelessness. Informed by an agreed case plan, and the programs case managers, the role will engage and support clients with a range of tasks, capability building activities and meetings that support safe and sustainable housing outcomes.

MAIN DUTIES AND RESPONSIBILITIES

Duties:

- Provide interventions as required to support the access and maintenance of accommodation. Interventions include but not limited to provision of information, advocacy, and referrals, as well as supporting with tasks, capability building activities and meetings.
- Support case managers during the initial intake and assessment of individuals and families presenting with complex and/or high needs to explore and implement actions required.
- Provide brief interventions across all Encircle centres and other settings, developing strategies to enhance capacity, capability, and self-determination.
- Work collaboratively with program staff across all Encircle centres and with external service providers.
- Discuss appropriate allocation and assessment for early intervention case support at weekly allocations meetings.
- Maintain comprehensive file notes on support plans and progress, and ensure that regular review and evaluation occurs against agreed support plan goals
- Facilitate access to brokerage funds as per guidelines, as part of case plans developed by case manager.
- Actively participate in case reviews, team meetings, supervision and other meetings as required.
- Manage collation of statistical data, complete reports, undertake trend analysis and other administration tasks in a timely manner.

Delegated Authorities:

- Not Applicable

KEY POSITION OUTCOMES

- Informed by contemporary practice approaches, Individuals and families that present as 'at risk of homelessness' are assisted to achieve safe and sustainable housing and support outcomes.
- Client access and engagement with Encircle programs and external service providers is streamlined through clear referral pathways, enabling a seamless continuum of care for individuals and families.
- Client interventions are captured with high quality data, case noting and studies.

POSITION REQUIREMENTS**Qualifications:**

- Tertiary qualification in a human/community services discipline - diploma level or higher.

Capabilities:

- Experience to effectively engage and work with individuals and families presenting as 'at risk of homelessness', presenting with multiple needs and concerns such as mental and physical health, substance dependency, domestic and family violence and financial and relationship vulnerabilities.
- Experience in working within a case management environment.
- Demonstrated experience in identifying and acting upon situations of risk and facilitating points of escalation.
- Ability to liaise effectively with a diverse range of stakeholders, build positive relationships and work collaboratively.
- Highly developed interpersonal, written and verbal communication skills.
- Demonstrated experience in liaising/ networking with relevant organisations for the development of on-going relationships and referral protocols beneficial to client support.
- Intermediate level computer skills, including client database management, collection of statistical data, preparation of reports.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Demonstrated ability to work autonomously and as part of a team.

Previous Experience:

- Demonstrated experience in an early intervention, case management role.

Other:

- National 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 experience to engage and assess clients with complex, challenging and/or high need, and managing conflictual situations.
- KSC2: Demonstrated experience in providing client centred interventions, informed by inclusive, strengths-based and trauma informed practice approaches.
- KSC3: Demonstrated ability to build positive relationships across a diverse range of stakeholders that includes government, community, private and the general community.
- KSC4: Effective interpersonal and communication skills in both written and verbal forms.
- 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: Well-developed computer skills that include database management, collection of statistical data, preparation of reports, and familiarity with Microsoft Office suite of products.

Key Documents:

- Encircle Policies and Procedures
- Code of Conduct

Employee Name: _____

Employee Signature: _____

Dated: _____