

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>INTAKE AND ALLOCATION LEAD</b>	<b>Version:</b>	<b>1.0</b>		
<b>Position Reports to:</b>	Housing Sustainment Coordinator				
<b>Program:</b>	Homestay Program (Brisbane North & Moreton Bay)				
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award				
<b>Role Level:</b>	Team Lead	<b>Direct Reports:</b>	No	<b>Classification Level:</b>	5
<b>Date reviewed:</b>	Feb 2025	<b>Reviewed by:</b>	H&N, HR	<b>Date next review:</b>	Feb 2027

### ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred provider in Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in the Moreton Bay region and the greater north Brisbane area.

Since 1987, we have been 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 six sites including Kallangur, Lawnton, Redcliffe, Strathpine, Caboolture and Kedron. We have 80 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the 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.

### PURPOSE OF ROLE

Working collaboratively as part of a highly engaged and supportive organisation, to provide support to individuals and families that present with complex and/or high needs in accessing appropriate housing or homelessness assistance, including referral pathway generation and/or brief interventions. As part of the Homestay team, the role will engage with program staff and be present across all Encircle sites.

### MAIN DUTIES AND RESPONSIBILITIES

The Intake and Allocation Lead will work under general direction from the Housing Sustainment Coordinator.

#### Duties:

- Conduct initial assessments within a client focused, culturally inclusive, trauma informed and respectful practice framework.

- Engage with and assess the needs and risks of individuals and families referred into, or seeking support from housing & homelessness programs.
- Provide initial interventions, including additional referral pathways in developing strategies to enhance capacity, capability, and self-determination.
- Work collaboratively with program staff across all Encircle centres and with external service providers.
- Support individuals and families to gain access to appropriate internal and external supports.
- Actively engage in regional networking that enhances awareness of community need.
- Adopt a partnership approach when engaging with regional stakeholders.
- Manage collation of statistical data, complete reports, undertake trend analysis and other administration tasks in a timely manner.
- Work with Homestay Leadership to assess and allocate clients to appropriate Case Manager/Case Worker to meet clients' individual needs.
- Provide multi-disciplinary advice in collaboration with other key stakeholders both internal and external to the organisation.
- Adhere to established work practices, however, may be required to exercise initiative and judgment where practices and direction are not clearly defined.
- Provide specialist expertise or advice to other team members and services.

## **KEY POSITION OUTCOMES**

- Individuals and families that present with complex needs are assessed and appropriately responded to within a housing or homelessness context.
- Client access and engagement with Encircle programs and external service providers is streamlined, enabling a seamless continuum of care for individuals and families.
- Encircle programs and services are amplified across the region through informed and targeted networking, collaboration and partnering.

## **POSITION REQUIREMENTS**

### **Qualifications:**

- Must have a Social Work, Psychology or Human Service Degree combined with a minimum 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 minimum three years in a similar role.

### **Experience and Knowledge:**

- Demonstrated experience to effectively engage with people presenting with complex needs and concerns such as Housing and Homelessness issues, Mental and Physical Health, Substance Dependency, Domestic and Family Violence and Financial and Relationship vulnerabilities.
- Demonstrated experience in identifying and acting upon situations of risk and facilitating points of escalation.
- Highly developed ability to liaise effectively with a wide range of people, build positive relationships and work in collaboration with a range of stakeholders.
- 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.

- Demonstrated understanding of the challenges and needs of community members, including First Nation Peoples, people with culturally and linguistically diverse and LGBTI+ backgrounds and other vulnerable population groups.
- High level of computer skills that includes database management, collection of statistical data, preparation of reports, social media and familiarity with Microsoft Office suite of products.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Demonstrated ability to work autonomously and as part of a team.

**Previous Experience:**

- Minimum of three years' experience in a similar role.

**Other:**

- National Criminal History Police Check
- Working with Children Check – Blue Card
- Current unencumbered Driver's 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 brief 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 challenges and needs of all community members including First Nations Peoples, culturally and linguistically diverse communities, 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 MS Office suite.

**Key Documents:**

- Encircle Policies and Procedures

**Employee Name:**

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**Employee Signature:**

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**Dated:**

