

POSITION DESCRIPTION

Position Title:	HOMESTAY TEAM LEAD	Version:	1.0
Position Reports to:	Housing Sustainment Coordinator		
Program:	Homestay Program (Brisbane North & Moreton Bay)		
Award:	Social, Community, Home Care and Disability Services Industry Award		
Role Level:	Team Lead	Direct Reports:	8
		Classification Level:	5
Date reviewed:	06/2025	Reviewed by:	H&N, HR, CEO
		Date next review:	06/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of 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 Moreton Bay 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 85 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 organization to meet the changing needs of our communities.

Housing and Neighbourhoods at Encircle:

Funded by the Queensland Governments, Encircle's Housing and Homelessness Programs focus on providing generalist support to those experiencing homelessness or people facing unstable, inappropriate housing, and/or requiring tenancy sustainment support in Moreton Bay and Brisbane North.

Our Housing and Homelessness Program teams comprise of dedicated, qualified, and experienced social work and human service professionals, providing case management 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 a 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.

Our Brisbane North & Moreton Bay Homestay Programs work through an early intervention case management model supporting those at risk of losing their tenancies in the Moreton Bay and Brisbane North communities.

PURPOSE OF ROLE

The Team Leader – Homestay Program is responsible for leading the operational delivery, quality assurance, and professional development of the Homestay team. The role oversees the delivery of case management and brief intervention support services and provides supervision, mentorship, and practice guidance to staff.

As a Level 5 role under SCHADS, this position exercises a high degree of autonomy, requiring the application of professional judgement, leadership capability, and advanced knowledge of the Housing and Homelessness sector. The Team Leader also contributes to reporting, compliance, service development, and strategic initiatives within the Housing and Homelessness Program area.

MAIN DUTIES AND RESPONSIBILITIES

Reporting to the Housing Sustainment Coordinator, the role will be responsible for overseeing the implementation and ongoing development of the Homestay program in line with direction and guidance from Senior Leadership and the Program Coordinator. This includes:

- Contribute to the planning, implementation, and monitoring of Homestay Program outcomes to ensure service delivery aligns with funding agreements, strategic objectives, practice standards, and client needs.
- Provide informed guidance to the Housing Sustainment Coordinator, Intake Assessment Lead, and program staff on complex case management decisions and emerging service issues.
- Support staff, volunteers, and students in applying person-centred, strengths-based, and trauma-informed frameworks, including risk assessments, risk management planning, and skill-building interventions.
- Oversee the development of client-directed support plans that reflect human rights, cultural needs, and personal goals.
- Deliver supervision and case support with a proactive, solutions-focused lens, ensuring case notes, plans, and client engagement meet quality and compliance standards.
- Maintain oversight of practice quality and report potential breaches of legislative, policy, or procedural requirements to senior management.
- Ensure compliance in case management, information sharing, privacy, data collection, and confidentiality under program and legislative guidelines.
- Coordinate the development and monitoring of performance improvement plans in collaboration with senior leadership.
- Foster integration across Encircle's programs and sites through active communication and cross-program collaboration.



- Support the completion of Homestay reporting obligations and data analysis processes, ensuring accuracy and relevance.
- Lead and coordinate team meetings and internal development activities.
- Monitor and manage staff leave to ensure adequate program coverage and service continuity.
- Lead onboarding and training for new Homestay staff and oversee ongoing professional development.
- Contribute to service evaluation, strategic planning, and continuous improvement initiatives.
- Support Encircle events and initiatives, including planning, delegating responsibilities, and managing associated budgets.
- Undertake other duties as directed, aligned with role responsibilities and team objectives.

Delegated Authorities

- Approval of limited brokerage funds in accordance with program guidelines, service agreements, and Encircle policies.
- Oversight and management of petty cash (if applicable).
- Approval of staff leave within the Homestay team.
- Act as a Nominated Responsible Person under Encircle's Risk Management Framework.

KEY POSITION OUTCOMES

- Ensure Homestay Program is effectively led, coordinated, and delivered in line with Encircle's contractual obligations, legislative requirements, and best practice frameworks.
- Program delivery consistently reflects a person-centered, strengths-based, and trauma-informed approach that responds to the diverse and complex needs of individuals and families.
- Staff are supported through quality supervision, mentoring, and leadership to deliver high-standard case management and brief intervention services.
- Service delivery is integrated across Encircle's programs and with external partners to ensure holistic and coordinated responses for clients.
- Reporting, compliance, risk management, and quality improvement processes are maintained to support continuous service and workforce development.
- A positive, reflective, and accountable team culture is fostered under the Team Leader's guidance, supporting staff wellbeing, professional growth, and service excellence.

Capabilities

- Demonstrated leadership experience in supervising and guiding multidisciplinary teams delivering complex support services.
- Proven ability to model and embed evidence-based, trauma-informed, and culturally safe practices in case management and service delivery.



- Strong capability to lead reflective practice, clinical supervision, and workforce development.
- High-level skills in operational planning, prioritisation, and service coordination across multiple program functions.
- Deep knowledge of the Housing and Homelessness Service System and ability to lead integrated service responses or ability to obtain.
- Skilled in identifying, recommending, and driving program improvements and innovation.
- Ability to maintain program compliance, oversee performance data, and interpret contractual and funding requirements.
- Effective interpersonal and communication skills to engage with diverse stakeholders and represent the program at external networks and forums.
- Proficient in interpreting and contributing to program budgets, brokerage expenditure, and financial planning.
- Experience overseeing program operations including service delivery performance, reporting, budgeting, and stakeholder engagement.
- High-level skills in report writing, data analysis, and service evaluation.
- Working knowledge (or ability to quickly acquire) of SHIP and QHIP platforms.
- Confident in using Microsoft Office applications and managing case and program data in line with quality and privacy standards.

POSITION REQUIREMENTS

Qualifications:

- Degree in Social Work, Psychology, or Human Services combined with minimum 2 years of experience in a Senior Practitioner, Leadership, or Team Coordination role in the Housing, Homelessness, or related Human Services Sector (preferred), OR
- Diploma-level qualification in a relevant Human Service field with 3+ years of Leadership or Senior Practitioner experience, OR
- Equivalent combination of qualifications and experience with clearly demonstrated transferable leadership and sector-specific skills.

Previous Experience:

- Minimum of 2 years' experience with relevant degree qualification; or
- Minimum of 5 years equivalent relevant experience to undertake capabilities and a range of activities.

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
- Current First Aid and CPR Qualifications and/or ability to obtain



KEY SELECTION CRITERIA

- KSC1:** Proven experience in supervising staff or leading a service team in a community or housing support context.
- KSC2:** Demonstrated ability to manage complex client situations using strengths-based, trauma-informed and person-centred approaches
- KSC3:** Strong organisational and time management skills, including the ability to manage service delivery across multiple sites.
- KSC4:** Sound knowledge of housing and homelessness systems, tenancy sustainment approaches, and relevant legislation.
- KSC5:** High-level communication and interpersonal skills, with the ability to engage clients and collaborate effectively with stakeholders.
- KSC6:** Demonstrated experience in data collection, reporting, and program evaluation, including SHIP and QHIP use or ability to learn.
- KSC7:** Commitment to social justice principles and inclusive practice with diverse communities, including Aboriginal and Torres Strait Islander peoples, CALD communities, and LGBTIQ+ people.

Key Documents:

- Encircle Policies and Procedures

Employee Name:

Employee Signature:

Dated:

