



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>HOMELESSNESS PROGRAMS COORDINATOR</b>			<b>Version:</b>	2.0
<b>Position Reports to:</b>	Housing and Neighbourhoods Manager				
<b>Program:</b>	Housing and Homelessness				
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
<b>Role Level:</b>	Coordinator	<b>Number of Direct Reports:</b>	3	<b>Classification Level:</b>	6
<b>Date Reviewed:</b>	09/2025	<b>Reviewed by:</b>	CEO, HR	<b>Date next review:</b>	09/2027

### 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:

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter and freedom of choice.

#### Our Purpose:

Support and Advocate for the people of the City of Moreton Bay through: Leading, Advocating, Aligning, Seeking, and Learning.

#### Housing and Homeless Programs at Encircle:

Funded by Australian and Queensland Governments, Encircle's Housing and Homelessness Programs focus on providing support through the Homeless Outreach Access Program (HOAP) and the Immediate Housing Response (IHR) initiative.

Our Homeless Outreach Access Program (HOAP) and Immediate Housing Response (IHR) 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 to individuals, couples and families experiencing chronic homelessness.

The IHR initiative provides urgent, short-term temporary accommodation—such as hotel or motel stays—for vulnerable individuals, couples, and families in Queensland who are homeless or at immediate risk of homelessness. It also includes proactive support services to help people transition into stable and secure housing, whether through home ownership, the private rental market, or social housing.

HOAP works alongside the Department of Housing, Place Based Response Team (PBRT) and assists people sleeping rough or living in improvised dwellings to transition to temporary accommodation or longer-term housing.

HOAP provides after hours outreach services to provide greater coverage after hours within the City of Moreton Bay. The HOAP after hours team will provide assertive outreach in public spaces across Moreton Bay to respond to local need, identifying and supporting people who are rough sleeping and experiencing chronic homelessness where they are (i.e. parks, shelters, squats, social housing, boarding houses, rough sleeping). This includes attending locations after hours where people are known to be couch surfing. The after-hours team will be responsible for answering the after-hours homeless hotline and be on call for phone enquires with the aim of providing a 24/7 support service.

HOAP will provide outreach to support people who are accommodated in temporary accommodation without support, such as in hotels and be an after-hours contact for these accommodation providers.

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.

## PURPOSE OF ROLE

The Homelessness Programs Coordinator role:

- Provides operational leadership to the following programs:
  - Moreton Bay Homeless Outreach Access Program (Enhanced and After Hours services); and
  - Moreton Bay Immediate Housing Response Program.
- Contributes to the design and delivery of operational plans, programs, services, human resources and budgets.
- Provides direct support and supervision to Senior Case Managers of each program.
- Is informed by contemporary practice approaches and provides technical support to program staff to enhance effective service delivery.
- Enables an environment of continuous improvement, capability building and collaboration.
- Monitors, reviews and updates service delivery to ensure operational relevance, compliance, effectiveness, efficiency, impact, and sustainability.
- Coordinates the collection of data, case studies and other information when compiling internal and external reports.
- Contributes to organisation-wide strategic processes as an active member of the Housing and Neighbourhoods team and the Encircle Leadership Team.
- Represents Encircle when engaging with key external stakeholders including local communities, governments at all levels, funders, supporters, the media, partner organisations and networks.

## MAIN DUTIES AND RESPONSIBILITIES

***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.***



Reporting to the Housing and Neighbourhoods Manager, the Homelessness Programs Coordinator exercises operational responsibility for programs that respond to the homeless needs of the community. The Coordinator will be an active member of the Encircle Leadership Team.

The Coordinator is responsible for the operations and delivery of the Moreton Bay Homelessness Outreach Program – Enhanced and After Hours services and the Moreton Bay Immediate Housing Response Program. Operational responsibility covers service delivery, human resource management, budget management, compliance, stakeholder management, reporting, and innovation. The Coordinator will exercise authority and judgement on technical practice and program matters and will contribute to the establishment of operational plans, budgets, policies, procedures, systems, and processes that guide activities and services.

The Coordinator will represent Encircle, when engaging with key stakeholders, at all levels of Government, across community and within professional and community networks.

**Duties:**

- Provide operational leadership and technical support to Homelessness Program staff across multiple sites and across service delivery times of operation.
- Lead the development, implementation, monitoring, and reporting of program annual plans.
- Contribute to the development, delivery, monitoring, and reporting of program budgets and expenditure.
- Ensure compliance and alignment between plans, objectives, indicators, service level agreements, practice standards, and operational performance.
- Contribute to the development and application of proven practice approaches that ensure quality service delivery to vulnerable population groups such as young people, First Nations Peoples, those experiencing domestic and family violence, CALD and LGBTIQ+ communities and seniors.
- Lead the Homelessness Programs teams in accordance with relevant legislation, organisational policy and procedures, and best practice human resource management.
- Manage, supervise, mentor, develop, and support all staff and volunteers, including identifying and facilitating training and development programs.
- Provide expert technical advice related to practice and support program teams to inform decisions in relation to complex matters, service delivery issues, etc.
- Ensure compliance with legal and ethical obligations, professional standards and guidelines, and in accordance with organisational policies, procedures, systems, and risk management principles.
- Ensure all internal and external reporting requirements are completed and progressed according to agreed milestone dates.
- Establish and maintain appropriate and respectful working relationships and communication with external stakeholders.
- Ensure internal and external integrated and collaborative practices are developed and maintained across the organisation whilst maintaining the integrity of the Homelessness Programs and in strict compliance with information sharing, case management, record keeping, data collection, privacy, and confidentiality requirements.
- Contribute or lead the preparation of applicable submissions, reports, policies, tenders, and miscellaneous documents as required.
- Lead and guide organisation-wide performance as a member of the Encircle Leadership Team by working in close collaboration with other program leads.
- Actively contribute to the development, implementation, and review of Encircle's strategic plan, operational plans, and goal setting.
- 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**

- Homelessness Programs deliver relevant, compliant, effective, efficient, impactful, sustainable, and measurable services for our community.
- Homeless Program plans, objectives, indicators, service level agreements, practice standards, etc. are aligned with operational performance and delivered in compliance with legal and ethical obligations, professional standards and guidelines, organisational policies, procedures, systems, and risk management principles.
- Integrated service delivery across Encircle's services and programs.

**Capabilities:**

- Demonstrated practice and program management experience.
- Proven operational planning.
- Demonstrated problem solving and decision-making capacities and sound judgement.
- Extensive knowledge of the human service system, particularly the housing and homelessness sector.
- Demonstrated understanding of the contemporary challenges faced by vulnerable population groups.
- Self organised and able to work with minimal supervision.
- Strong team leadership, communication, supervision, and mentoring skills.
- Proven ability to advocate, negotiate and influence.
- Ability to manage program budget development and delivery.
- Proven report writing and data interpretation capabilities.
- Working knowledge of SHIP data system or ability to acquire knowledge rapidly.

**Qualifications:**

- Degree in Social Work, Psychology, Human Service, or equivalent.

**Previous Experience:**

- Minimum of 3 years' experience in leading and/or supervising staff, ideally within a housing and homelessness context.
- Experience in designing and leading program based projects and innovations.
- Experience overseeing program delivery, budget and reporting.
- Experience working in the Not-for-Profit sector.

**Other:**

- National Police Check
- Current Driver's License
- Must be able to work in Australia
- Ability to obtain and hold current First Aid and CPR Certification
- Blue Card



## KEY SELECTION CRITERIA

- KSC1:** Highly developed knowledge and skills that enable the provision of quality service delivery within a homelessness context.
- KSC2:** Demonstrated team leadership experience, including providing line management and supervision to geographically dispersed teams working across different shift patterns.
- KSC3:** Accountability for operational, reporting and budget performance.
- KSC4:** Demonstrated high level understanding of contemporary issues and trends impacting homelessness and other related social issues.
- KSC5:** Expert communication, advocacy, influencing, and relationship management skills with proven experience representing the organisation.
- KSC5:** Extensive knowledge of, and experience with, managing sensitive and confidential information, ensuring privacy and confidentiality.
- KSC6:** Demonstrated understanding of contemporary challenges, 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:** \_\_\_\_\_

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

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

