



POSITION DESCRIPTION

Position Title:	HOMESTAY INTAKE SUPPORT WORKER	Version:	1.0
Position Reports to:	Homestay Intake and Allocation Lead		
Department:	Homestay Program (Brisbane North & Moreton Bay)		
Award:	Social, Community, Home Care and Disability Services Industry Award		
Role Level:	Worker	Direct Reports:	No
		Classification Level:	3
Date reviewed:	06/2025	Reviewed by:	CEO, H&N, HR
		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 organisation to meet the changing needs of our communities.

PURPOSE OF ROLE

Using a person-centred, trauma-informed, and strengths-based approach, the Homestay Intake Support Worker plays a vital role in supporting individuals and families at risk of homelessness to sustain their tenancies. As part of the Homestay Intake Team this role will take direction from the Intake and Assessment Officer and the Homestay Intake and Allocation Lead. The Intake Support Worker position provides short-term, goal-directed interim case management support, referral, and advocacy services, focusing on early intervention and tenancy preservation to clients who are awaiting a Case Manager.

The aim is to prevent housing breakdown by addressing immediate issues impacting housing stability. The role will provide early interventions to individuals and families who are at risk of homelessness. Informed by an agreed case plan, 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

- Provide brief intervention case management/ Interim support to clients at risk of losing their tenancy.

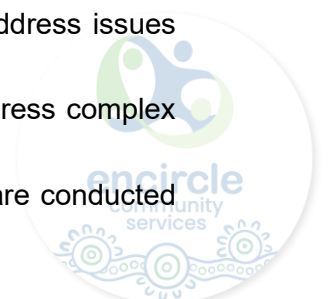
- Conduct comprehensive housing and needs assessments with individuals and households referred to the program.
- Develop short-term, solution-focused action plans in collaboration with clients, tailored to their specific circumstances and goals.
- Liaise and advocate with landlords, property managers, support services, and government agencies to assist in maintaining housing.
- Provide referrals and warm handovers to appropriate long-term support services, including financial counselling, mental health, and AOD services.
- Maintain accurate and up-to-date client records and data in line with confidentiality and reporting requirements.
- Participate in regular team meetings, supervision, and professional development activities.
- Support community education and tenant capacity-building initiatives where appropriate.
- 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 the intake team during the initial intake and assessment of individuals and families presenting with complex and/or high needs to explore and implement actions required.
- Work collaboratively with program staff across all Encircle centres and programs and with external service providers.
- Discuss appropriate intake and referrals for early intervention case support at weekly allocations meetings.
- Facilitate access to brokerage funds as per guidelines, as part of case plans developed and identified interim support goal
- Manage collation of statistical data, complete reports, undertake trend analysis and other administration tasks in a timely manner.
- The role may involve outreach work and travel within the region.

Delegated Authorities:

- Nil

KEY POSITION OUTCOMES

- Clients receive timely, appropriate support that enables them to maintain their housing and avoid eviction or homelessness.
- Short-term, strengths-based interim case management support is delivered in alignment with each client's identified goals, needs, and capacity.
- Clients feel empowered and supported to engage with services and address issues impacting their tenancy.
- Appropriate referrals to internal and external services are made to address complex needs (e.g., mental health, financial hardship, family violence).
- Warm handovers and supported transitions into longer-term services are conducted when required.



- Strong, collaborative relationships are maintained with real estate agents, community housing providers, government agencies, and support services to advocate for client needs and enhance tenancy outcomes.
- Positive representation of the program and organisation within the broader community and housing sector.
- Accurate and timely documentation is maintained in accordance with organisational policies and funding requirements.
- Client data and reporting requirements are met to support program monitoring, evaluation, and continuous improvement.
- Practice reflects principles of Strength Based, trauma-informed care, cultural safety, and person-centred approaches.
- Active participation in supervision, reflective practice, and professional development to maintain quality service delivery and professional growth.

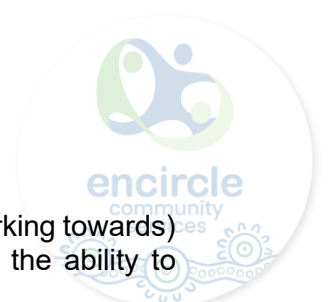
Capabilities

- Understanding of the Residential Tenancies Act (QLD), homelessness issues, and housing systems in Queensland.
- Strong interpersonal and communication skills with the ability to build rapport and maintain professional boundaries.
- Ability to work autonomously and manage a caseload in a fast-paced, short-term intervention environment.
- Knowledge of culturally safe and trauma-informed practices.
- 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.
- 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.
- Experience in liaising/ networking with relevant organisations for the development of on-going relationships and referral protocols beneficial to client support.
- Working knowledge (or ability to quickly acquire) of SHIP and QHIP platforms.
- Intermediate level computer skills, including client database management, collection of statistical data, preparation of reports.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Ability to work autonomously and as part of a team.

POSITION REQUIREMENTS

Qualifications:

- Certificate III in Community Services, Social Work, or related field (or working towards) or relevant equivalent experience through previous appointments and the ability to



undertake the range of activities required.

Previous Experience:

- A minimum of 1 years' experience in community services or 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 needs, and managing conflictual situations.

KSC2: Demonstrated understanding of the causes of homelessness and the systems and legislation that impact housing access and stability in Queensland.

KSC3: Experience in delivering client centred brief intervention case management, including conducting assessments, developing action plans, and linking clients to relevant services using trauma-informed and strengths-based practices.

KSC4: Demonstrated ability to manage competing priorities in a fast-paced environment and maintain accurate, confidential records in line with compliance requirements.

KSC5: Demonstrated ability to build positive relationships across a diverse range of stakeholders that includes government, community, private and the general community.

KSC6: 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
- Code of Conduct

Employee Name:

Employee Signature:

Dated:

