



POSITION DESCRIPTION

Position Title:	PROGRAM ADMINISTRATION SUPPORT OFFICER			Version:	1.0
Position Reports to:	Program Leads (HOAP & HOMESTAY)				
Department:	Housing & Neighbourhoods				
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Worker	Direct Reports:	No	Classification Level:	3
Date reviewed:	11/2025	Reviewed by:	HR, CEO		Date next review: 11/2027

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 130 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 & Neighbourhoods at Encircle

Our Neighbourhood Centres are located in Lawnton, Kallangur and Redcliffe and support Encircles' vision for communities to be connected resilient and thriving. A large proportion of community members engage with us initially through our doors or over the phone seeking support with their immediate needs. This may include a hot meal or drink, food parcel, access to laundry facilities, therapeutic and financial counselling, early intervention assistance to avoid homelessness, or to join one of the community groups that call our Centres home. The Neighbourhood Centres are supported by a team of very passionate, qualified and skilled people which include the Community Development Team, Intake and Response, Reception and Volunteer Teams.

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.

Our Homestay Program supports individuals and families at risk of losing their accommodation to maintain independent housing. The Homestay Program comprises of dedicated experienced social work and human service professionals who provide advice, advocacy, early intervention and tenancy sustainment case management to assist with stability in long term sustainable housing.

About the role:

To be a first point of contact for our Neighbourhood Centres, working within a strength-based and therapeutic framework, to provide information for referrals to all visitors and inquiries.

The ability to assist and support vulnerable community in a fast-paced busy environment who at times may present to the Centre in crisis to be engaged, connected, supported and feel empowered.

Working in collaboration with the Housing & Neighbourhoods Programs to provide administration support to the Neighbourhood Centre Teams, the HOAP and Homestay Programs across all three (3) Encircle Neighbourhood Centres.

MAIN DUTIES AND RESPONSIBILITIES

Duties:

- In collaboration with Front of House ensure all visitors, clients and inquiries are managed efficiently and effectively in accordance with organisational policies and procedures.
- Provide brief interventions including information and referrals across all Encircle centres and other settings, developing strategies to enhance capacity, capability, and self-determination.
- Provide administration support with centre based and program specific activities, groups, staff training days as well as other general events.
- Management of records, including volunteer records, data collection, car mileage records, undertake trend analysis, completion of monthly reports and other data related administration tasks within a timely manner.
- Ensure brokerage funds are accessed in accordance with established guidelines, including assistance with scanning receipts and records into the company specific financial database. Support with tracking and reconciliation of brokerage transactions across the housing and neighbourhoods' teams.
- Assist with collection and organisation of essential office items, donations, pantry and food parcels, program specific items as well as stocktaking of these items and their distribution, across all three (3) neighbourhood centres.
- Regularly check emails, assist with various email inbox distribution including reviewing and follow-up to ensure outcomes are achieved and completed.
- Work collaboratively with program staff and volunteers across all Encircle centres and with external service providers including the coordination and liaison of meetings and keeping of meeting minutes.
- Actively participate in team meetings, supervision and other meetings as required.
- Assist in the development of systems and processes to make the Housing and Neighbourhoods programs run seamlessly.
- Undertake any other tasks, duties, or specific projects within your area of skill and expertise, as required by the Team Leads.

Delegated Authorities:

- NIL



KEY POSITION OUTCOMES

- The administrative function increases program staff capacity to support clients.
- The administrative function enables program materials/documentation to be managed more efficiently.
- The administrative function supports a professional and well organised program.
- The administrative function promotes a positive image of the organisation and supportive culture across all three (3) Neighbourhood Centres.

POSITION REQUIREMENTS

Capabilities to be successful in this role:

The ideal candidate will be able to demonstrate:

- Intermediate skills with Microsoft Office suite in particular Excel Spreadsheets
- Accurate data entry, basic bookkeeping and record management skills
- Work effectively as a collaborative team member
- Culturally diverse
- Ability to work independently
- Ability to travel to various locations utilising sound time management skills
- Sound problem solving skills
- Energetic and motivated with the physical capability to safely lift, transport and handle items in accordance with workplace health and safety standards.
- Multitasking and time-management skills, with the ability to prioritise tasks
- Experience working with difficult clients, de-escalation, conflict resolution skills and/or ability to obtain and undertake training.
- Understanding of Social Justice Principles

Required Qualifications and Experience:

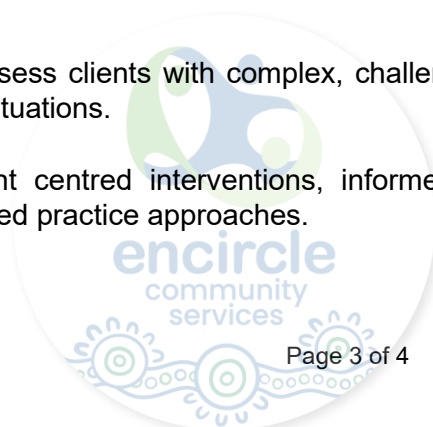
- Minimum of Cert III in Administration or equivalent experience or qualification
- A minimum of 1 years' experience in Administration / Front Office Reception in a fast-paced environment or similar role
- Experience working with Volunteers (desirable)
- Experience working in a community services not-for-profit organisation (desirable)

Other Requirements:

- National Criminal History 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
- First Aid & CPR certification or ability to obtain

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:** Experience in community services organisations such as: social work, crisis services or similar services assisting those at a significant disadvantage.
- KSC4:** Demonstrated understanding of Social Justice principles
- KSC5:** High level of professionalism, confidentiality and discretion with interpersonal and communication skills in both written and verbal forms.
- KSC6:** Well-developed computer skills that include database management, collection of statistical data, preparation of reports, and familiarity with Microsoft Office suite of products.
- KSC7:** Demonstrated understanding of the challenges and needs of all community members including First Nations Peoples, people from culturally and linguistically diverse, LGBTI+ backgrounds, and other vulnerable population groups.

Key Documents:

- Encircle Policies and Procedures
- Code of Conduct

Employee Name: _____

Employee Signature: _____ **Dated:** _____

