



POSITION DESCRIPTION

Position Title:	BRIEF INTERVENTION WORKER			Version:	2.3
Position Reports to:	Homeless Outreach Senior Case Manager				
Program:	Homeless Outreach Access Program and Immediate Housing Response				
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Worker	Direct Reports:	No	Classification Level:	4
Date reviewed:	01/2026	Reviewed by:	CEO, HR	Date next review:	01/2027

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 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 Moreton Bay region. 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 Brief Intervention Worker provides immediate, short-term support and intervention to individuals experiencing issues related to alcohol and other drugs, mental health and/or lifestyle behaviours in the Moreton Bay region. This role focuses on early intervention, harm minimisation, and the promotion of positive behaviour change through evidence-based techniques such as strengths-based and recovery focussed approach frameworks.

The Brief Intervention Worker provides immediate support to individuals and families temporarily residing in motel accommodation across Moreton Bay who are homeless or at risk of homelessness. Using solution focused crisis and brief interventions, this position will pursue viable accommodation options through assessments and referrals.

The Brief Intervention Worker, through the work with the Department of Housing, Place Based Response Team (PBRT) and other services, will identify and support improved local service system design.

MAIN DUTIES AND RESPONSIBILITIES

Under the guidance of senior staff the Brief Intervention Worker will build and maintain effective networks and stakeholder relationships and contribute to regional sector integration and development.

As the Brief Intervention Worker, you will be responsible for providing immediate, short-term assertive outreach to individuals or families sleeping rough or living in improvised dwellings across Moreton Bay, this includes providing information, referrals, advocacy, and brief interventions to meet immediate and ongoing needs.

On average the HOAP Brief Intervention Worker will assist vulnerable individuals, couples and/or families within a brief timeframe of 2 to 4 days. Brief Intervention Workers will provide assertive outreach to a high volume of clients, approximately 15 to 25 cases over a weekly basis who are experiencing chronic homelessness.

In collaboration with the wider Housing & Neighbourhood's Team, and supervised by the Senior Case Managers, the position will meet all internal and external reporting requirements.

Main Duties

- Work efficiently to achieve program performance indicators, program objectives, compliance with service agreements, and maintain relevant practice standards.
- Under the supervision of the Senior Case Manager and in line with program and legislative requirements conduct thorough psychosocial assessments and complete all administrative requirements keeping detailed records and data collection, whilst maintaining privacy and confidentiality. Records must be updated daily to ensure timely accessibility of the information by partner agencies.
- Develop, and maintain effective working relationships with internal and external stakeholders to ensure ongoing partnerships across the real estate sector, specifically with Motels and Hotel owners/managers. This requires high level communication skills, conflict resolution skills and negotiation skills.
- Through assertive outreach, engage and build rapport with vulnerable individuals or families sleeping rough or who are residing in improvised dwellings in the Moreton Bay Region. This includes but is not limited to supporting vulnerable individuals or families to access housing, legal, physical and mental health support, education and employment, and engage with their community.
- High level communication skills are required to support and at times de-escalate vulnerable clients who may present with a range of mental health issues, addiction and past trauma.
- Provide information, advice and referrals to longer-term support services or other teams or departments including assistance to access various products provided by the Department of Housing as well as providing direct support on-site or in an outreach capacity to individuals and families who are homeless.
- In the provision of brief intervention undertake relevant actions to meet the needs of vulnerable clients in line with legislation and program requirements including but not limited to:
 - Undertake intake, assessment, and risk management including vulnerability measurements, and provision of immediate crisis responses, referrals, and advocacy as required.
 - Referral to specialised services.
 - Provide information, advice and advocacy to community services and supports and on behalf of the client.
 - Develop client goals, problem solving skills and building their own community support networks.
 - Face to face client work during the course of the case management process including motel/hotel visits, and outreach duties.
- Maintain accurate and timely case notes and documentation in line with organisational policies.
- Participate in multidisciplinary team meetings and case reviews, be present at mandatory team meetings with the ability to openly discuss difficult cases with the team and/or management.
- Support community and stakeholder education initiatives as required by providing in-service workshops about the program.
- Monitor and evaluate the effectiveness of interventions through feedback from vulnerable individuals and families and provide recommendations based on demonstrable outcomes with the client to the Dept of Housing staff and services.
- Participate in regular operational supervision, identify and understand when you require support with a strong sense of self awareness, self-care and the ability to seek internal or external supervision as required.
- The role at times may include community and/or group work and representation at various community and stakeholder events, ensuring you are representing Encircle with a positive and professional profile in the community.

- Assist in meeting the Housing & Neighborhood's Team internal and external reporting requirements.
- Competently navigate and record data on a range of databases including QHIP, QHIP/VCMS, SharePoint and DEXT.

Delegated Authorities

- To manage and report on brokerage expenditure

KEY POSITION OUTCOMES

- Undertake all activities competently by utilising the organisation procedures, processes and safeguarding practices, in accordance with contractual obligations and relevant legislation.
- Homelessness Outreach services are provided using a strengths-based client-centered framework which will promote and enhance the client's lifestyle.
- Integrated service delivery across Encircles services and programs providing the client with a holistic wrap around response.

POSITION REQUIREMENTS

This position may require you to work outside of normal business hours, including on-call, Public Holidays, overnight and weekend shifts, penalty rates applicable, please refer to your Contract of Employment for agreed terms.

Qualifications and Experience

- Degree or Diploma in Community Services, Social Work or related field (or working towards)
- Minimum of three years' experience in a similar role

Capabilities

- Ability to communicate effectively with vulnerable individuals, families, and professionals through active listening, clear interpretation, and confident presentation, including public speaking. Adapts communication style to suit diverse cultural and linguistic needs, fostering understanding and trust, including those from culturally and linguistically diverse backgrounds.
- Ability to de-escalate vulnerable clients who may be under the influence of drugs and alcohol and who may have a history of trauma.
- High level time management skills as the role requires real time data entry in order to work collaboratively with the Department of Housing on an ongoing basis.
- An ability to identify, conduct and manage safety risks to both staff and clients and their families in accordance with the safeguarding framework and relevant Workplace Health and Safety legislation.
- Applies clinical knowledge to assess needs, identify risks, and implement appropriate short-term interventions or referrals. Gathers relevant information, evaluates options, and makes sound, timely decisions, particularly in high-pressure or crisis situations.
- Understands and respects cultural identities and diverse practices. Works in a culturally safe and inclusive manner, ensuring services are accessible and appropriate for all individuals and communities.

- Works effectively within multidisciplinary teams, contributing to shared goals and maintaining a positive team culture. Demonstrates ethical conduct, transparency, and accountability, while maintaining confidentiality and adhering to organisational policies.
- Proficient in Microsoft Office applications with experience preparing reports and professional correspondence. Capable of meeting deadlines and fulfilling organisational data entry and reporting requirements.

Other

- National Police Check
- Current Driver's License
- Must be able to work in Australia
- Blue Card
- Current First Aid and CPR Qualifications and/or ability to obtain

KEY SELECTION CRITERIA

KSC 1: Demonstrates empathy and respect while empowering vulnerable individuals and families to participate in their care, using Strengths-Based and Recovery-Focused approaches to build trust, engagement, and motivation for change.

KSC 2: Demonstrated ability in assertive outreach, needs identification, and risk assessment, with the ability to deliver brief interventions in outreach settings. Skilled in supporting vulnerable individuals and families experiencing chronic homelessness with complex needs across domains including but not limited to Mental Health, Domestic Violence, and Drug and Alcohol use.

KSC 3: Ability to access and apply knowledge of the Department of Housing Social Housing application processes and tenancy legislation, with the ability to support clients in navigating these systems effectively.

KSC 4: Well-developed communication and computer skills, with proven ability to manage client records, maintain databases, collect statistical data, and report writing.

KSC 5: A high degree of professionalism and well developed interpersonal skills and the capacity to liaise effectively with diverse stakeholders including clients, service providers, volunteers, and colleagues.

KSC 6: Demonstrates a high level of practice reflection and self-awareness.

KSC 7: Demonstrated understanding of contemporary challenges, needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse (CALD), LGBTIQA+ backgrounds and other vulnerable population groups and the application of social justice principles.

Key Documents

- Encircle Policies and Procedures

Employee Name: _____

Employee Signature: _____ **Dated:** _____