



POSITION DESCRIPTION

Position Title:	INTAKE AND ASSESSMENT OFFICER			Version:	1.3
Position Reports to:	Senior Brief Intervention Worker				
Program:	Homeless Outreach Access Program and Immediate Housing Response				
Award:	Social, Community, Home Care and Disability Services Industry Award				
Role Level:	Officer	Direct Reports:	No	Classification Level:	4
Date reviewed:	01/2026	Reviewed by:	CEO, H&N, HR	Date next review:	01/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of 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

Working collaboratively as part of a highly engaged and supportive organisation, to provide support to individuals and families that present with complex and/or high needs in accessing appropriate housing or homelessness assistance, including referral pathway generation and/or brief interventions. As part of the Housing & Homelessness Team, the role will engage with program staff and be present across all Encircle sites.

MAIN DUTIES AND RESPONSIBILITIES

Duties

- Conduct initial assessments within a client focused, culturally inclusive, trauma informed and respectful practice framework.
- Engage with and assess the needs and risks of individuals and families referred into, or seeking support from housing & homelessness programs.
- Provide initial interventions, including additional referral pathways in developing strategies to enhance capacity, capability, and self-determination.
- Work collaboratively with program staff across all Encircle centres and with external service providers.
- Support individuals and families gain access to appropriate internal and external supports.
- Actively engage in regional networking that enhances awareness of community need.
- Adopt a partnership approach when engaging with regional stakeholders.
- Manage collation of statistical data, complete reports, undertake trend analysis and other administration tasks in a timely manner.

KEY POSITION OUTCOMES

- Individuals and families that present with complex needs are assessed and appropriately responded to within a housing or homelessness context.

- Client access and engagement with Encircle programs and external service providers is streamlined, enabling a seamless continuum of care for individuals and families.
- Encircle programs and services are amplified across the region through informed and targeted networking, collaboration and partnering.

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

- Demonstrated experience to effectively engage with people presenting with complex needs and concerns such as Housing and Homelessness issues, Mental and Physical Health, Substance Dependency, Domestic and Family Violence and Financial and Relationship vulnerabilities.
- Demonstrated experience in identifying and acting upon situations of risk and facilitating points of escalation.
- Highly developed ability to liaise effectively with a wide range of people, build positive relationships and work in collaboration with a range of stakeholders.
- Highly developed interpersonal, written and verbal communication skills.
- Demonstrated experience in liaising/ networking with relevant organisations for the development of on-going relationships and referral protocols beneficial to client support.
- Demonstrated understanding of the challenges and needs of community members, including First Nation Peoples, people with culturally and linguistically diverse and LBGTI+ backgrounds and other vulnerable population groups.
- High level of computer skills that includes database management, collection of statistical data, preparation of reports, social media and familiarity with Microsoft Office suite of products.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Demonstrated ability to work autonomously and as part of a team.

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

KSC1: Demonstrated experience to engage and assess clients with complex, challenging and/or high need, and managing conflictual situations.

KSC2: Demonstrated experience in providing brief interventions informed by inclusive, strengths-based and trauma informed practice approaches.

KSC3: Demonstrated ability to build positive relationships across a diverse range of stakeholders that includes government, community, private and the general community.

KSC4: Effective interpersonal and communication skills in both written and verbal forms.

KSC5: Demonstrated understanding of the challenges and needs of all community members including First Nations Peoples, people from culturally and linguistically diverse, LBGTI+ backgrounds, and other vulnerable population groups.

KSC6: Well-developed computer skills that include database management, collection of statistical data, preparation of reports, and familiarity with MS Office suite.

Key Documents

- Encircle Policies and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____