



POSITION DESCRIPTION

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|-----------------------------|--|------------------------|-----------------|----------------------------------|
| Position Title: | SENIOR CASE MANAGER, HOMELESS OUTREACH ACCESS PROGRAM (HOAP) | | Version: | 1.3 |
| Position Reports to: | Homelessness Programs Coordinator | | | |
| Program: | Housing and Homelessness | | | |
| Award: | Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) | | | |
| Role Level: | Senior Worker | Direct Reports: | HOAP Staff | Classification Level: 5 |
| Date reviewed: | 01/2026 | Reviewed by: | CEO, HR, HNM | 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

Funded by Australian and Queensland Governments, Encircle's housing and homelessness programs focus on providing generalist support to those experiencing homelessness (Homeless Outreach Access Program), people facing unstable or inappropriate housing, or requiring tenancy sustainment support (Brisbane North and Moreton Bay Homestay Programs). Additionally, support to those impacted by natural disaster is provided through the Service Navigator Program, and care coordination support for households presenting with multiple needs is provided through the Service Integration Initiative.

Programs operate from a number of Encircle locations; Pine Rivers, Kallangur and Redcliffe Neighbourhood Centres, as well as sites at Zillmere, Bribie Island, Deception Bay and Caboolture.

Our housing and homelessness program teams comprise of dedicated, qualified, and experienced social work and human service professionals, providing case management support informed by strengths-based, person-centred, and trauma informed approaches.

Aligned with Community Development and Social Justice principles, clients are provided the opportunity to be connected with variety of services, programs and networks that match their needs, enabling them to develop capacity and capability. Other Services that we regularly refer to include; housing providers (community and state), psychological and financial counselling, legal services, family and parenting support, seniors programs, as well as a variety of community development, inclusion and engagement activities.

PURPOSE OF ROLE

As a Senior Case Manager, the role will:

- Contribute and lead the delivery of operational objectives for the HOAP team, utilising sound knowledge and skills gained through qualifications and experience.
- Provide leadership, support and supervision to program staff.
- Utilise contemporary and accepted practice approaches, when support vulnerable homeless population groups.
- Support clients to build capacity to be independent, self-reliant and connected to appropriate social and community supports.
- Oversee reporting and brokerage expenditure related to the program.
- Evaluate and report on learning and developmental needs of program staff.
- Contribute to operational and strategic growth of the organisation as an active member of the Leadership Team.

MAIN DUTIES AND RESPONSIBILITIES

Reporting to the Homelessness Programs Coordinator, the role will be responsible for supporting and guiding HOAP staff in the provision of assertive outreach case management support.

The role will carry a caseload consistent with the position, and will support program staff through case review, team meetings and regular supervision. The role will also oversee program reporting (internal and external) and brokerage expenditure.

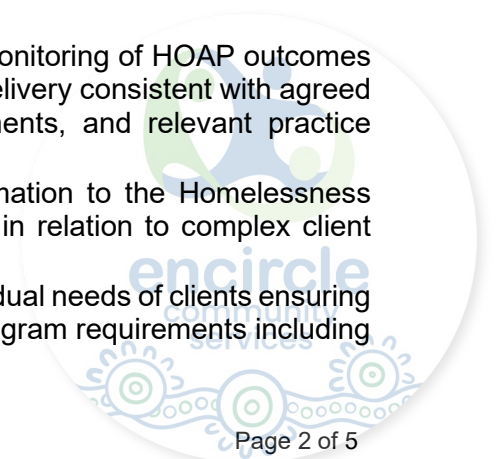
To maintain program awareness across the region, the role will build and maintain effective networks and stakeholder relationships and contribute to regional sector integration and development.

As a Senior Case Manager, you will be considered an active member of the Encircle Leadership Team, therefore contributing to specific projects, innovations, recruitment and other tasks related to the operational and strategic growth of the organisation.

Duties

As a Senior Case Manager, the role will:

- Contribute to the identification, establishment and monitoring of HOAP outcomes that maintains effectiveness and impact of service delivery consistent with agreed plans, objectives, indicators, service level agreements, and relevant practice standards.
- Provide advice to program staff and provide information to the Homelessness Programs Coordinator to make informed decisions in relation to complex client case management and service delivery issues.
- Provide case management support to meet the individual needs of clients ensuring safety and compliance in line with legislation and program requirements including but not limited to:



- undertaking assessments and risk management;
 - complete referrals to specialised services aligned to the needs of the clients;
 - provide advocacy whilst developing client's skills to self-advocate; and
 - develop client goals, problem solving skills and support networks.
- Provide case support and supervision to program staff with a proactive solution focused approach. This includes but not limited to provision of case reviews, ensuring program staff maintain quality file notes and case plans and report progress or relapse.
- Ensure compliance with program and legislative requirements in relation to information sharing, case management, record keeping, data collection, privacy and confidentiality.
- Contribute to meeting HOAP internal and external reporting requirements including the collection and analysis of confidential data.
- Lead program team meetings and actively participate in the organisational Leadership Team.
- Contribute to ongoing program evaluation and continuous improvement.
- Monitor referrals and oversee appropriate allocation, ensuring fair case load distribution, and matching to program staff capacity, capability and individual client needs.
- 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

- HOAP is delivered in accordance with service agreement requirements and to the appropriate practice standards.
- HOAP services are provided through a strengths-based, person-centred and trauma-informed approach.
- Integrated service delivery across Encircle's services and programs.

POSITION REQUIREMENTS

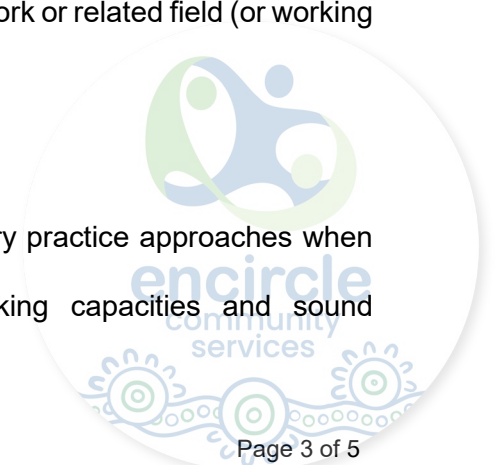
This position may require you to work outside of normal business hours, including on-call, Public Holidays, overnight and weekend shifts, penalty rates applicable, please refer to your Contract of Employment for agreed terms.

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 program and team leader experience.
- Proven ability to implement and model contemporary practice approaches when supporting vulnerable population groups.
- Demonstrated problem solving and decision-making capacities and sound judgement.



- Knowledge of the human service system, particularly the housing and homelessness sector.
- Demonstrated understanding of the contemporary challenges faced by vulnerable population groups.
- Ability to identify, propose and drive program and process improvements.
- Self organised and able to work with minimal supervision.
- Sound organisational, communication, supervision and mentoring skills.
- Proven ability to advocate, negotiate and influence.
- Ability to contribute and interpret program budgets and expenditure.
- Proven report writing and data interpretation capabilities.
- Working knowledge of SHIP data system or ability to acquire knowledge rapidly.

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 ability to carry out needs identification, risk assessment/management, referrals and advocacy.

KSC2: Demonstrated experience in team leadership, supporting and supervising program staff, problem solving, and driving change processes.

KSC3: Proven experience in delivering assertive outreach case management support for clients with high/multiple needs.

KSC4: Well-developed organisational skills that include the management of client records, database management, collection of statistical data and report writing.

KSC5: High degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of stakeholders including clients, service providers, volunteers, and staff.

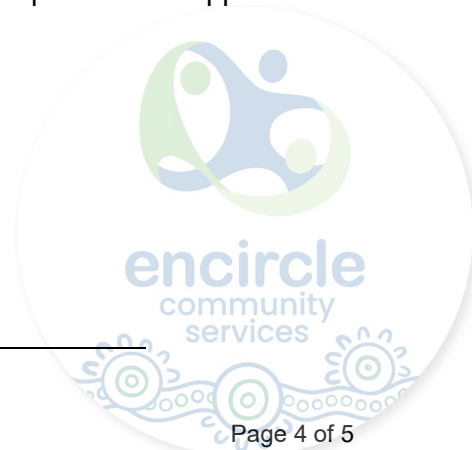
KSC6: A high level of practice reflection and self-awareness.

KSC7: 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), 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: _____

