



POSITION DESCRIPTION

Position Title:	HOMESTAY CASE MANAGER			Version:	1.3
Position Reports to:	Senior Case Manager, Brisbane North / Moreton Bay Homestay				
Program:	Homestay Program (Brisbane North / Moreton Bay)				
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Case Manager	Direct Reports:	No	Classification Level:	4
Date Reviewed: 02/2026		Reviewed by: H&N, HR	Date next review: 02/2027		

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 Neighbourhoods at Encircle

Our Housing and Neighbourhoods team deliver programs that Encircle implements on behalf of the Commonwealth and Queensland Governments, working in close cooperation with a range of other service providers, peer and community networks, and local governments.

Our Housing activities have four major areas of focus – homelessness outreach, early intervention, service integration and service navigation.

The Homelessness Outreach Access Program (HOAP) is funded to provide outreach services for people experiencing homelessness.

Our Homestay programs provide early intervention and tenancy sustainment and case management support to households in Moreton Bay and Brisbane North at risk of losing their accommodation.

PURPOSE OF ROLE

Utilising a person-centred, strengths based and trauma informed approach, provide early intervention or tenancy sustainment support to households who are at risk of losing their housing. Support clients to build capacity, be independent, self-reliant and connected to appropriate social and community supports.

MAIN DUTIES AND RESPONSIBILITIES

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

As a Homestay Case Manager, you will be responsible for providing tenancy sustainment case support and implement immediate brief intervention as required. Interventions included but not limited to provision of information, advocacy, and referrals to relevant support services and support to access required resources.

Work within Strengths Based Framework, the Practice Framework Policy and Positive Workplace Behaviour Procedure to manage Homestay case load and provide direct client support work.

In collaboration with the wider Homestay team, with the management of the Housing and Neighbourhoods Manager, meet all internal and external reporting requirements.

Duties

- Working with the Homestay team to meet outcomes, maintain effectiveness and impact of service delivery consistent with agreed plans, objectives, indicators, service level agreements, and relevant practice standards.
- Under the supervision of senior staff and in line with program and legislative requirements undertake information sharing, case management, detailed record keeping, data collection, maintaining privacy and confidentiality.
- Develop case plans, provide appropriate referral pathways including assistance to access various products provided by Department of Housing as well as providing direct support on-site or in an outreach capacity, for duration of need, to individuals and families whose tenancies are at risk.
- In the provision of case management undertake relevant actions to meet the individual needs of clients ensuring safety, compliance in line with legislation and program requirements.
- Assist in meeting Homestay internal and external reporting requirements.
- Actively participate in case reviews, team meetings, and other meetings as required.
- Keep up to date with housing/homelessness sector developments and promote the service, ensuring a positive profile in the community.
- Utilise SHIP and QHIP data base for assessment and referrals, managing allocated case load.
- Other tasks as relevant to housing team and funded program.

Delegated Authorities

- Nil

KEY POSITION OUTCOMES

- Undertake all activities in accordance with Homestay operational plans, case management strategies, service agreement requirements and to the appropriate practice standards.
- Homestay services are provided through a strengths-based framework.
- Integrated service delivery across Encircle's services and programs.

POSITION REQUIREMENTS

Qualifications and Experience

- Degree or Diploma in Community Services, Social Work, or related field; and
- Minimum of three years' experience in a similar role

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 complete risk needs assessment, referrals, and advocacy.

KSC2: Proven experience in case management and brief interventions, including crisis strategies for clients with high needs and multiple issues e.g., Mental Health, Domestic and Family Violence, and Drug and Alcohol misuse.

KSC3: Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing.

KSC4: A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers, volunteers, and staff.

KSC5: High level of self-awareness and ability to reflect on practice.

KSC6: Demonstrated understanding of the needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from culturally and linguistically diverse, LGBTIQA+ backgrounds and other vulnerable population groups.

Key Documents:

- Encircle Policies and Procedures

Employee Name: _____

Employee Signature: _____

Dated: _____