



POSITION DESCRIPTION

Position Title:	HOAP & IHR Team Lead			Version:	1
Position Reports to:	Housing & Homelessness Program Coordinator				
Program:	Housing and Neighbourhoods			Position Code:	
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Team Leader	Direct Reports:	Yes	Classification Level:	5
Date reviewed: 29/7/26		Reviewed by: HNM, HR		Date next review: 1/8/27	

ORGANISATIONAL ENVIRONMENT

Encircle Ltd. is a community-owned and operated organisation offering a range of support services and activities directly to families and individuals; and working in active partnership across the Moreton Bay region and the greater North Brisbane area.

Encircle has been in operation since 1987. We are 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 Moreton Bay and surrounds, from 7 different sites which include Redcliffe, Kallangur, Lawnton, Strathpine, Kedron and Zillmere. We have approximately 70 staff and 80 volunteers who support our programs and activities and provide a wide variety of integrated options for people in our region.

Our Vision:

Our communities will thrive and be resilient by being engaged, connected, and supported.

Our Purpose:

To be a responsive, adaptive, and sustainable organisation to meet the changing needs of our communities.

Purpose of the Role

The HOAP Team Leader provides operational leadership, practice guidance and day-to-day supervision across the Homeless Outreach Access Program (HOAP), Immediate Housing Response (IHR) and Homeless Outreach Access Program (HOAP) for Pets services.

The role supports outreach and housing-focused staff to deliver high-quality, strengths-based services for individuals, couples and families experiencing homelessness or housing instability. The Team Leader provides supervision, supports complex case management and decision-making, monitors service performance, and contributes to stakeholder engagement, reporting and continuous improvement activities.

Key Responsibilities

Service Leadership

- Lead the day-to-day operation of HOAP, IHR and HOAP for Pets services.
- Ensure services are delivered in accordance with funding agreements, service standards and organisational policies.
- Monitor service delivery outcomes and support achievement of program targets.
- Contribute to service planning, development and continuous improvement initiatives.

People Leadership

- Provide supervision, coaching and support to outreach and case management staff.
- Support staff capability development through supervision, reflective practice and professional development activities.
- Foster a positive, collaborative and accountable team culture.

Practice Leadership

- Provide guidance regarding complex client presentations, risk management and housing pathways.
- Promote strengths-based, trauma-informed, culturally safe and person-centred practice.
- Monitor case quality, documentation and service consistency across programs.

Reporting, Compliance & Resource Management

- Monitor brokerage expenditure and resource utilisation within approved guidelines.
- Contribute to program reporting, data collection and performance monitoring.
- Ensure compliance with legislative, contractual and organisational requirements.
- Support quality assurance, safeguarding and risk management activities.

Stakeholder Engagement

- Build and maintain effective relationships with government, housing, homelessness and community sector stakeholders.
- Represent Encircle at meetings, networks and case coordination forums as required.
- Promote collaborative responses that improve housing and wellbeing outcomes for clients.

Other Responsibilities

- Contribute to organisational initiatives and strategic priorities.
- Undertake other duties relevant to the role as required.

Delegated Authorities

- Act as a Nominated Responsible Person in accordance with organisational requirements.
- Exercise delegated authority in accordance with Encircle's Schedule of Delegations.
- Approve operational expenditure and brokerage within approved limits and guidelines.

Key Position Outcomes

- HOAP, IHR and HOAP for Pets services are delivered in accordance with funding requirements, service standards and organisational expectations.
- Clients receive timely, strengths-based and trauma-informed support that improves housing stability and wellbeing outcomes.
- Staff are effectively supported, supervised and developed to deliver high-quality services.
- Service performance, reporting and compliance obligations are achieved.
- Strong stakeholder relationships contribute to coordinated service delivery and improved housing outcomes.
- Resources, risks and continuous improvement activities are effectively managed to support service quality and sustainability.

Position Requirements

Qualifications & Experience

- Degree qualification in Social Work, Human Services, Psychology or a related discipline, or an equivalent combination of qualifications and relevant experience.
- Demonstrated experience working within housing, homelessness or related community services.
- Experience leading, supervising or supporting staff in a service delivery environment.
- Experience supporting individuals and families experiencing homelessness, housing instability or other complex needs.

Capabilities

- Knowledge of housing, homelessness and community service systems.
- Strong leadership, decision-making and problem-solving skills.
- Ability to support complex case management, risk assessment and service coordination.
- Experience with reporting, data analysis and program administration.
- Well-developed communication, negotiation and stakeholder engagement skills.
- Commitment to strengths-based, trauma-informed, culturally safe and person-centred practice.

Other Requirements

- Current National Police Check.
- Current Blue Card.
- Current Queensland Driver Licence.
- Ability to work flexible hours, including evenings and weekends, when required.

Key Selection Criteria

1. Leadership & Team Development: Demonstrated experience leading, supervising and supporting staff to deliver quality service outcomes.

2. Housing & Homelessness Practice: Experience supporting individuals and families experiencing homelessness, housing instability or complex needs through strengths-based and trauma-informed approaches.

3. Complex Case Management & Risk Assessment: Demonstrated ability to undertake assessment, risk management, advocacy, service coordination and informed decision-making in complex situations.

4. Stakeholder Engagement & Collaboration: Ability to build and maintain effective relationships with clients, community organisations, government agencies and other stakeholders.

5. Operational & Program Management: Experience monitoring service delivery, managing resources, maintaining records and contributing to reporting and compliance requirements.

6. Values-Based Practice & Continuous Improvement

Commitment to culturally safe, trauma-informed and person-centred practice, with a focus on service improvement and positive community outcomes.

Key Documents:

Encircle Policy and Procedures