



29 POSITION DESCRIPTION

Position Title:	Homestay Team Lead	Version:	1
Position Reports to:	Housing and Homelessness Programs 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 Homestay Team Leader provides operational leadership, practice guidance, and day-to-day supervision of the Homestay Program across Brisbane North and Moreton Bay.

The role supports staff delivering tenancy sustainment, case management, and brief intervention services to individuals and families at risk of homelessness. The Team Leader oversees service quality, staff development, compliance activities, reporting requirements, and continuous improvement initiatives to ensure positive outcomes for clients and the community.

Key Responsibilities

Service Leadership

- Lead the day-to-day delivery of the Homestay Program.
- Ensure services are delivered in accordance with funding agreements, service standards, organisational policies, and legislative requirements.
- Monitor program outcomes and support achievement of service targets.
- Contribute to service planning, development, and continuous improvement activities.

People Leadership

- Provide supervision, mentoring, and guidance to Homestay staff.
- Support recruitment, onboarding, capability development, and performance management processes.
- Foster a positive, reflective, and accountable team culture.
- Promote staff wellbeing and professional development.

Practice Leadership

- Provide guidance on complex client situations, tenancy sustainment strategies, and risk management.
- Promote strengths-based, trauma-informed, culturally safe, and person-centred practice.
- Monitor case quality, documentation standards, and service consistency.
- Support staff in delivering effective case management and brief intervention services.

Reporting, Compliance & Resource Management

- Ensure compliance with contractual, legislative, privacy, safeguarding, and organisational requirements.
- Contribute to reporting, data collection, service evaluation, and performance monitoring activities.
- Monitor program resources and brokerage expenditure within approved delegations.
- Support quality assurance, audit, and risk management processes.

Stakeholder Engagement

- Develop and maintain effective relationships with internal and external stakeholders.
- Promote integrated service responses across Encircle programs and the broader community sector.
- Represent Encircle at meetings, forums, and networks as required.
- Support collaborative approaches that improve tenancy sustainment and housing outcomes.

Other Responsibilities

- Contribute to organisational initiatives and strategic priorities.
- Support community events and organisational activities as required.
- Undertake other duties relevant to the role as directed.

Delegated Authorities

- Approve brokerage expenditure within approved program guidelines and delegations.
- Approve staff leave within the Homestay team.
- Act as a Nominated Responsible Person in accordance with organisational requirements.
- Exercise delegated authority in accordance with Encircle's Schedule of Delegations.

Key Position Outcomes

- Homestay services are delivered in accordance with funding requirements, contractual obligations, and best practice standards.
- Clients receive timely, strengths-based, and trauma-informed support that promotes housing stability and tenancy sustainment.
- Staff are effectively supported, supervised, and developed to deliver quality service outcomes.
- Service delivery is coordinated across programs and stakeholders to improve client outcomes.
- Reporting, compliance, risk management, and quality assurance requirements are achieved.
- Continuous improvement initiatives contribute to service effectiveness, workforce capability, and positive community outcomes.

Position Requirements

Qualifications & Experience

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

Capabilities

- Knowledge of housing, homelessness, tenancy sustainment, and community service systems.
- Strong leadership, decision-making, and problem-solving skills.
- Ability to provide practice guidance and support complex case management.
- Experience with reporting, data analysis, and program administration.
- Well-developed communication, stakeholder engagement, and relationship management skills.
- Commitment to strengths-based, trauma-informed, culturally safe, and person-centred practice.
- Proficiency in Microsoft Office and client management databases, including SHIP and QHIP or the ability to acquire these skills.

Other Requirements

- Current National Police Check.
- Current Blue Card.
- Current Queensland Driver Licence.

Key Selection Criteria

1. Leadership & Team Development

Demonstrated experience leading, mentoring, and supporting staff to deliver high-quality service outcomes.

2. Housing & Tenancy Sustainment Practice

Experience supporting individuals and families experiencing housing instability or risk of homelessness through strengths-based and trauma-informed approaches.

3. Complex Case Management & Practice Leadership

Demonstrated ability to provide guidance, risk assessment, problem-solving, and support in managing complex client situations.

4. Stakeholder Engagement & Collaboration

Ability to build and maintain effective relationships with clients, community organisations, housing providers, and government stakeholders.

5. Operational & Program Management

Experience monitoring service delivery, managing resources, contributing to reporting requirements, and maintaining compliance obligations.

6. Values-Based Practice & Continuous Improvement

Commitment to culturally safe, person-centred, and inclusive practice, with a focus on service improvement and positive outcomes for diverse communities.

Key Documents:

Encircle Policy and Procedures