



POSITION DESCRIPTION

Position Title:	Intake and Triage Team Lead	Version:	1
Position Reports to:	Community Development & Neighbourhoods 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 July 2026	Reviewed by:	HNM, HR
		Date next review:	01/08/2027

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 Intake & Triage Lead provides day-to-day leadership of Encircle's Intake & Triage function, ensuring timely, consistent and high-quality intake, assessment, triage and referral processes across Housing & Neighbourhoods services.

The role provides supervision, coaching and practice guidance to Intake & Triage Officers, supports the management of complex presentations and risk issues, monitors service demand and referral pathways, and contributes to service improvement through reporting, analysis and stakeholder engagement.

Key Responsibilities

Intake & Triage Leadership

- Lead the day-to-day operation of the Intake & Triage function.
- Ensure timely, consistent and effective intake, assessment and referral processes across service locations.
- Monitor service demand, waitlists and referral pathways to support equitable access to services.
- Identify opportunities to improve intake systems, processes and service responsiveness.

People Leadership

- Provide supervision, support and coaching to Intake & Triage Officers.
- Support staff onboarding, capability development and performance improvement.
- Foster a positive, collaborative and client-focused team culture.

Practice Leadership

- Provide guidance regarding complex presentations, risk issues and referral decisions.
- Promote strengths-based, trauma-informed, culturally safe and person-centred practice.
- Monitor assessment quality, risk screening and service consistency.

Reporting, Quality & Compliance

- Prepare reports, trend analysis and service intelligence to inform decision-making.
- Maintain accurate records and support data quality and reporting requirements.
- Contribute to quality improvement, compliance and risk management activities.

Stakeholder Engagement

- Build and maintain effective relationships with internal and external stakeholders.
- Support coordinated service responses and referral pathways across the sector.
- Represent Encircle in meetings, networks and community forums as required.

Other Responsibilities

- Contribute to organisational initiatives, projects and continuous improvement activities.
- Undertake other duties relevant to the role as required.

Delegated Authorities

- Approve brokerage expenditure within delegated limits and guidelines.
- Approve team leave in accordance with organisational procedures.
- Act as a nominated Responsible Person in accordance with organisational requirements.

Key Position Outcomes

- Intake, assessment, triage and referral processes are delivered in a timely, consistent and client-centred manner.
- Clients are connected to appropriate services through effective assessment, risk screening and referral pathways.
- Intake & Triage staff are effectively supported, supervised and developed to deliver quality service outcomes.
- Service demand, waitlists and workflow are actively monitored and managed to support accessibility and responsiveness.
- Reporting, data quality and compliance obligations are achieved.
- Continuous improvement initiatives contribute to service quality, efficiency and positive client 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
- Experience leading intake, triage, assessment or service navigation functions.
- Experience supporting individuals and families experiencing housing instability, homelessness or other complex needs.
- Demonstrated experience providing supervision, guidance and support to staff.

Capabilities

- Knowledge of housing, homelessness and community support systems.
- Strong assessment, risk management and referral coordination skills.
- Ability to manage competing priorities, analyse information and make sound decisions.
- Well-developed communication, stakeholder engagement and report-writing skills.
- Commitment to strengths-based, trauma-informed, culturally safe and person-centred practice.

Other Requirements

- Current National Criminal History Check.
- Current Blue Card.
- Current Queensland Driver Licence.
- Current First Aid and CPR Certificate.

Key Selection Criteria

1. **Leadership & Team Development**
Demonstrated experience leading, coaching and supporting staff to achieve quality service outcomes.
2. **Assessment, Triage & Client Support**
Experience engaging with people experiencing complex needs and conducting intake, assessment, risk screening and service referrals.
3. **Housing & Community Services Knowledge**
Understanding of housing, homelessness and community support systems and their application to client service delivery.
4. **Stakeholder Engagement & Collaboration**
Ability to build effective relationships and work collaboratively with clients, staff and external stakeholders.
5. **Operational & Quality Management**
Experience managing workloads, monitoring service performance, maintaining records and meeting compliance requirements.
6. **Values-Based Practice & Continuous Improvement**
Commitment to strengths-based, trauma-informed and culturally safe practice, with a focus on service improvement and positive community outcomes.

Key Documents:

Encircle Policy and Procedures