



POSITION DESCRIPTION

Position Title:	Housing and Homelessness Coordinator	Version:	1
Position Reports to:	Housing and Neighbourhoods Manager		
Program:	Housing and Neighbourhoods	Position Code:	
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)		
Role Level:	Manager	Direct Reports:	Yes
		Classification Level:	6
Date reviewed:	30/07/2026	Reviewed by:	HNM, CEO, HRBP
		Date next review:	0/08/2027

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 ROLE

The Housing & Homelessness Programs Coordinator provides operational leadership and oversight across Encircle's Housing & Homelessness services. The role is responsible for ensuring programs are delivered safely, effectively, and in line with funding requirements, legislative obligations, organisational policies, and best practice.

The Coordinator leads and supports Team Leaders and staff, monitors program performance, manages compliance and budgets, and contributes to service development and strategic growth. The role works collaboratively with stakeholders to improve housing outcomes for individuals and families experiencing homelessness, housing stress, or tenancy vulnerability.

MAIN DUTIES AND RESPONSIBILITIES

Program Leadership

- Lead the delivery and performance of Housing & Homelessness programs.
- Ensure services meet contractual, legislative, and organisational requirements.
- Monitor outcomes, identify emerging needs, and drive continuous improvement.
- Promote best practice in housing and homelessness service delivery.

People Leadership

- Provide leadership, supervision, and support to Team Leaders and staff.
- Foster a positive, collaborative, and high-performing team culture.
- Support workforce planning, recruitment, onboarding, and professional development.
- Promote staff wellbeing and safe work practices

Practice Leadership

- Champion strengths-based, trauma-informed, culturally safe, and person-centred practice.
- Provide guidance on complex client matters.
- Support service consistency, quality assurance, and professional excellence

Financial Management

- Manage program budgets and resources within approved delegations.
- Ensure compliance with funding agreements, legislation, and organisational policies.
- Monitor risk, oversee reporting requirements, and support audit processes.
- Maintain data quality and accountability standard

Financial, Compliance and Risk Management

- Manage program budgets and resources within approved delegations.
- Ensure compliance with funding agreements, legislation, and organisational policies.
- Monitor risk, oversee reporting requirements, and support audit processes.
- Maintain data quality and accountability standards.

Stakeholder Engagement and Service Development

- Develop and maintain productive relationships with key stakeholders.
- Represent Encircle within relevant networks, forums, and partnerships.
- Contribute to strategic planning, service development, funding opportunities, and innovation.
- Advocate for improved housing outcomes within the community

Other Responsibilities

- Actively contribute to the Housing & Neighbourhoods Leadership Team.
- Support organisation-wide initiatives and strategic priorities.
- Undertake other duties relevant to the role as required.

Delegated Authorities:

- Manage approved program budgets and expenditure.
- Approve staff leave and operational decisions within delegated authority.
- Escalate significant operational, financial, or strategic issues as required

KEY POSITION OUTCOMES

- High-quality Housing and Homelessness services are delivered in accordance with funding, legislative, and organisational requirements.
- Program performance targets, compliance obligations, and reporting requirements are achieved.
- Staff are effectively led, supported, and developed to maintain a positive and high-performing team culture.
- Clients experience safe, person-centred services that support sustainable housing outcomes.
- Strong stakeholder relationships contribute to coordinated service delivery and positive community outcomes.
- Resources, budgets, risks, and continuous improvement activities are effectively managed to ensure program sustainability and growth.

POSITION REQUIREMENTS

Qualifications:

- Degree qualification in Social Work, Human Services, Community Development, Psychology, or a related discipline.
- Minimum five years' experience in housing, homelessness, or community services.
- Demonstrated experience leading teams and managing community service programs.

Capabilities:

- Knowledge of the housing and homelessness service system and relevant funding frameworks.
- Strong leadership, people management, and stakeholder engagement skills.
- Experience managing programs, budgets, reporting, and compliance obligations.
- Ability to analyse information and use evidence to improve service delivery.
- Commitment to culturally safe, strengths-based, and person-centred practice.

Other:

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

KEY SELECTION CRITERIA

Key Selection Criteria

1. Leadership & Team Development

Demonstrated experience leading, developing, and supporting teams to achieve quality service outcomes.

2. **Housing & Homelessness Expertise**

Knowledge of housing and homelessness systems, tenancy issues, and the needs of vulnerable individuals and families.

3. **Program Management & Compliance**

Proven ability to manage programs, monitor performance, and meet funding, reporting, and legislative requirements.

4. **Stakeholder Engagement & Partnerships**

Demonstrated ability to build effective relationships and collaborate with government, community, and sector partners.

5. **Financial & Operational Management**

Experience managing budgets, resources, risks, and competing operational priorities.

6. **Values-Based Practice & Continuous Improvement**

Commitment to trauma-informed, culturally safe, and client-centred practice, with a focus on service improvement and innovation.

Key Documents:

- Encircle Policy and Procedures