

POSITION DESCRIPTION

Position Title:	INTAKE AND RESPONSE OFFICER			Version:	1.2
Position Reports to:	Intake and Response Lead				
Program:	Housing and Neighbourhoods				
Award:	Social, Community, Home Care and Disability Services Industry Award				
Role Level:	Officer	Direct Reports:	No	Classification Level:	4
Date reviewed:	04/2025	Reviewed by:	H&N, HR	Date next review:	04/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services (Encircle) is the preferred Community Services provider in the Moreton Bay Region. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in the Moreton Bay region 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 83 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region

Our Vision:

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

Our Mission:

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

PURPOSE OF ROLE

Working collaboratively as part of a highly engaged and supportive organisation, to provide support to individuals and families that present with complex and/or high needs in accessing appropriate assistance, including through referral pathways and/or brief interventions. As part of the Intake & Response team, Front of House, Community Development and Neighbourhoods Team, the role will engage with regional networks and community groups.

MAIN DUTIES AND RESPONSIBILITIES

Duties:

- Conduct initial assessments within a client focused, culturally inclusive, trauma informed and respectful practice framework.

- Engage with and assess the needs and risks of individuals and families presenting with complex and/or high needs to explore and implement actions required.
- Provide brief interventions across Encircle centres and other settings, developing strategies to enhance capacity, capability, and self-determination.
- Work collaboratively with the Intake and Response Lead and other program staff across all Encircle centres and with external service providers.
- Support individuals and families gain access to appropriate internal and external support pathways.
- Undertake event, project and resource design and delivery within Encircle's Community Development program.
- Actively engage in regional networking and community group work that enhances awareness of community need.
- Adopt a partnership approach when engaging with regional stakeholders.
- Support and/or undertake Front of House duties as and when required.
- Reporting to the Intake & Response Lead, assist in managing the collation of statistical data, complete reports, undertake trend analysis and other administration tasks in a timely manner.

KEY POSITION OUTCOMES

- Individuals and families that present with complex needs are assessed and appropriately responded to.
- Client access and engagement with Encircle programs and external service providers is streamlined, enabling a seamless continuum of care for individuals and families.
- Encircle programs and services are amplified across the region through informed and targeted networking, collaboration and partnering.
- Events, projects and resources are delivered and evaluated effectively.

POSITION REQUIREMENTS

Qualifications:

- Tertiary qualification in a related community services discipline - diploma level or higher

Experience and Knowledge:

- Demonstrated experience to effectively engage with people presenting with complex needs and concerns such as Housing and Homelessness issues, Mental and Physical Health, Substance Dependency, Domestic and Family Violence and Financial and Relationship vulnerabilities.
- Demonstrated experience in identifying and acting upon situations of risk and facilitating points of escalation.
- Highly developed ability to liaise effectively with a wide range of people, build positive relationships and work in collaboration with a range of stakeholders.
- Highly developed interpersonal, written and verbal communication skills.
- Demonstrated experience in liaising/networking with relevant organisations for the development of on-going relationships and referral protocols beneficial to client support.
- Demonstrated understanding of the challenges and needs of community members, including First Nation Peoples, people with culturally and linguistically diverse and LGBTI+ backgrounds and other vulnerable population groups.

- High level of computer skills that includes database management, collection of statistical data, preparation of reports, social media and familiarity with Microsoft Office suite of products.
- Energetic, self-motivated with lateral and forward-thinking skills.
- Demonstrated ability to work autonomously and as part of a team.

Previous Experience:

- Minimum of three years' experience in a similar role.

Other:

- National Criminal History Police Check
- Working with Children Check – Blue Card
- Current unencumbered Driver's License

KEY SELECTION CRITERIA

- KSC1:** Demonstrated experience to engage and assess clients with complex, challenging and/or high need, and managing conflictual situations.
- KSC2:** Demonstrated experience in providing brief interventions informed by inclusive, strengths-based and trauma informed practice approaches.
- KSC3:** Demonstrated ability to build positive relationships across a diverse range of stakeholders that includes government, community, private and the general community.
- KSC4:** Effective interpersonal and communication skills in both written and verbal forms.
- KSC5:** Demonstrated understanding of the challenges and needs of all community members including First Nations Peoples, people from culturally and linguistically diverse, LBGTIQ+ backgrounds, and other vulnerable population groups.
- KSC6:** Ability to engage with and be informed by community dialogue, and in the delivery of events, projects and resources that support more resilient communities.
- KSC7:** Well-developed computer skills that include database management, collection of statistical data, preparation of reports, and familiarity with MS Office suite.

Key Documents:

- Encircle Policies and Procedures

Employee Name:

Employee Signature:

Dated:
