

Team Leader

Homestay Families



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Team Leader – Homestay Families

Team

Homestay Families

Reports to

Supportive Housing and Sustaining
Tenancies Cluster Leader

Line Manages

Homestay Families Team

Classification/Award

SCHADS Level 6

Talkin

Supportive Housing and Sustaining Tenancies
Cluster Leader

Based at

West End / South Brisbane

Backup when absent?

Supportive Housing and Sustaining Tenancies
Cluster Leader

Homestay Families

The Homestay Families team supports vulnerable families who are at risk of homelessness across the greater Brisbane region. The team provides planned support, crisis intervention and outreach responses to families experiencing high and complex needs, risks to tenancy sustainment, involvement with child protection systems, and barriers to accessing community and support services.

The team works alongside families to strengthen housing stability, improve family functioning, support child wellbeing and increase connection with community, health, education and other relevant services. The service also provides advocacy and coordinated support across systems that significantly impact the lives of families, including housing, child protection, domestic and family violence, justice, income support and healthcare.

Position Description

As a Team Leader you will...

Lead the Homestay Families team in the delivery of mobile support services to families at risk of homelessness to maintain their tenancies through early intervention and post crisis support. As the Team Leader you will provide leadership and consistency in the planning, delivery and evaluation of services in line with Micah Projects Strategic Plan.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Participants
- Child Safety
- Department of Housing
- Housing providers
- Child Care and Education Providers
- Health Services (including mental health, AOD and primary health)
- Community and Specialist support services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- List main areas that the position collaborates with i.e.
 - Organisational Services
 - Inclusive Health Partnerships
 - Brisbane Domestic Violence Service (BDVS)
 - Home for Good Cluster
 - Women, Children Families Cluster
 - Other Micah Projects teams and initiatives

Key Responsibilities

Leadership and Management

- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter.
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Promote a culture of respect, safety, and trauma informed approaches.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the Privacy Act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.
- Contribute to the development, implementation and continuous improvement of program frameworks, operational procedures and service delivery approaches across Homestay Families.
- Support development of onboarding processes, operational resources and consistent service delivery standards across supportive housing initiatives.
- Support identification and management of operational risks, safeguarding considerations and compliance requirements within service delivery environments.
- Promote data informed decision making and continuous improvement through monitoring of service delivery, outcomes and program processes.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

Service Delivery

- Provide leadership, support and oversight in the delivery of Homestay Families services to vulnerable families experiencing homelessness, tenancy instability and complex support needs.
- Promote consistent, trauma informed and person-centered service delivery approaches within the Homestay Families team.
- Support coordinated responses within the Homestay Families team for families experiencing tenancy instability through case oversight, problem solving, advocacy and engagement with relevant services and stakeholders.
- Lead the development, implementation and review of program frameworks, referral pathways, intake processes, operational procedures and practice resources across supportive housing initiatives.
- Lead development and maintenance of systems and processes that promote quality service delivery, consistency in practice and positive outcomes for families.
- Coordinate onboarding processes, induction resources and operational documentation to support consistent service delivery across supportive housing initiatives.
- Monitor program implementation, service trends and identified gaps to support continuous improvement across supportive housing initiatives.
- Promote consistent implementation and adherence to safeguarding, risk management and culturally safe practices across Homestay Families and supportive housing initiatives.
- Monitor data quality, recording practices and use of Micah Projects systems including case management and reporting platforms.
- Lead monitoring and evaluation activities including service outcomes, tenancy sustainment, child wellbeing and program reporting requirements.
- Develop and maintain tracking tools, operational resources and documentation to support service delivery and program monitoring.
- Lead continuous improvement activities through review of program processes, procedures, operational approaches, service trends and identified gaps.
- Support audit, contractual reporting and compliance requirements as required.
- Contribute to program learning, evaluation and evidence informed practice through review of outcomes, identified trends and service delivery insights.
- Develop and maintain effective working relationships with participants, families, partner organisations and relevant stakeholders to support coordinated service responses.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement and communication.
- Work collaboratively across Homestay Families, Supportive Housing and Sustaining Tenancies Cluster and broader Micah Projects teams to support coordinated and integrated service responses for families.
- Contribute to positive working relationships with internal and external stakeholders to support information sharing, service coordination and continuity of support.
- Promote collaborative problem solving and shared learning approaches within multidisciplinary and cross program environments.

- Support consistent communication and collaboration between programs to strengthen service delivery, program development and participant outcomes.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Essential Attendance

- Leadership Forums, Service Area Cluster meetings, shared responsibility for networking events and community engagement and education requests.

Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

Criteria and Conditions

Criminal History Screening

- ☐ National Police Certificate ☒ Blue Card
☐ Yellow Card ☐ APHRA Registration

Driver's License

- ☒ Essential ☐ Desirable

Travel

- ☒ Essential ☐ Desirable

Assets Provided

- ☒ Work Computer ☒ Work Phone
☐ Pool Vehicle ☒ Packaged Vehicle

Essential

- Relevant diploma or tertiary qualification and extensive experience, or a combination of experience, expertise and competence.

- Knowledge and understanding of the intersection between family homelessness, child protection, mental health, alcohol and other drug use, domestic and family violence, disability, socio economic disadvantage and housing instability.
- Demonstrated ability to use effective communication strategies and processes including highly developed interpersonal, written and verbal communication skills, with the ability to work collaboratively with participants, government, community organization's and other relevant stakeholders.
- Demonstrated experience in leadership and management of teams providing services to vulnerable families and children experiencing complex support needs.
- Demonstrated understanding of the service systems responding to vulnerable families and children in Queensland, including housing, child protection and broader human services systems.
- Demonstrated ability to contribute to program development, implementation, monitoring and continuous improvement activities within community or human services settings.
- Demonstrated understanding of trauma informed, culturally safe and safeguarding approaches within service delivery environments.
- Evidence of effective IT competencies including Microsoft Office and organisational data and case management systems.
- A positive attitude and the ability to work flexibly, adaptively and proactively in a team environment with direction and autonomously within program guidelines, with a commitment to the values and principles of Micah Projects to meet community needs.

Desirable

- Previous experience working within supportive housing, homelessness or community-based services.
- Experience contributing to program development, continuous improvement, evaluation, or quality improvement activities within human services settings.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ Date _____

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