



POSITION DESCRIPTION

Position Title:	HOAP Outreach Worker			Version:	1
Position Reports to:	HOAP & IHR Team Leader				
Program:	Homeless Outreach Access Program and Immediate Housing Response				
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)				
Role Level:	Worker	Direct Reports:	No	Classification Level:	4
Date reviewed:	07/2026	Reviewed by:	HNM, HR		Date next review: 07/2027

ORGANISATIONAL ENVIRONMENT

Encircle Community Services Ltd (Encircle) is the preferred Community Services provider in the City of Moreton Bay. We are a community-owned and operated organisation offering a range of support services and activities directly to families and individuals living in Moreton Bay 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 80 staff and approximately 130 volunteers. Our programs and activities demonstrate a wide variety of integrated options for the people in our region.

Our Vision

The people of Moreton Bay are supported to live with dignity through access to basic human rights including safety, shelter and freedom of choice.

Our Purpose

Support and Advocate for the people of the City of Moreton Bay through: Leading, Advocating, Aligning, Seeking, and Learning.

Housing and Homelessness Programs at Encircle

Funded by the Australian and Queensland Governments, Encircle delivers homelessness and housing support through the **Homeless Outreach Access Program (HOAP)** and **Immediate Housing Response (IHR)** initiative. These programs provide trauma-informed, strengths-based and person-centred support to individuals, couples and families experiencing homelessness or housing instability.

IHR provides urgent, short-term accommodation and practical support to people who are homeless or at immediate risk of homelessness, helping them transition to safe and sustainable housing. **HOAP** works in partnership with the Department of Housing and other key stakeholders to support people experiencing chronic homelessness, including those sleeping rough or living in improvised dwellings. The program delivers assertive outreach, including after-hours services across the Moreton Bay region, crisis response, assessment, service navigation, advocacy and referrals to housing and community supports.

Through a community development and social justice framework, clients are connected with services, programs and networks that build capacity, strengthen wellbeing and support long-term housing outcomes.

Purpose of the Role

The **Homeless Outreach Worker** provides assertive outreach, assessment, brief intervention, advocacy, service navigation and coordinated support to individuals and families experiencing homelessness or housing insecurity across the Moreton Bay region. Using strengths-based, person-centred, trauma-informed and culturally safe practices, the role supports people facing complex challenges, including chronic homelessness, mental health concerns, domestic and family violence, substance use, financial hardship and social disadvantage. Working within a brief intervention framework, the position focuses on rapid assessment, practical assistance and connection to housing and support services to achieve sustainable outcomes. The role works collaboratively with internal programs, government agencies and community organisations to deliver integrated responses that improve wellbeing, strengthen social inclusion and reduce homelessness. Participation in a rotating outreach roster is required to ensure responsive and accessible service delivery.

KEY RESPONSIBILITIES

Client Assessment & Support

- Undertake intake, assessment and brief intervention activities with individuals and families experiencing homelessness or housing instability.
- Develop practical, client-centred support plans that address immediate needs and housing goals.
- Deliver strengths-based, person-centred and trauma-informed interventions.
- Provide information, advocacy, referrals and practical assistance to improve access to housing, health, legal, financial and community supports.
- Facilitate service navigation and coordinated access to appropriate support pathways.
- Coordinate warm referrals and active handovers to specialist and longer-term services.
- Support access to brokerage and other available program resources in accordance with funding guidelines.
- Review client progress and adapt support strategies to meet changing needs.

Outreach & Engagement

- Conduct assertive outreach across the Moreton Bay region to engage people experiencing homelessness, rough sleeping or housing instability.
- Build trusting and effective relationships with individuals experiencing crisis, trauma and complex needs.
- Support clients to increase engagement with housing and support services.
- Promote client participation, self-determination and informed decision-making.
- Prioritise responses based on assessed risk, urgency and vulnerability.
- Participate in outreach and service delivery rosters, including day and afternoon shifts where required.

Stakeholder Engagement & Collaboration

- Develop and maintain effective relationships with government, community and specialist service providers.
- Participate in case coordination meetings and multidisciplinary support responses.
- Advocate on behalf of clients to improve access to housing and support services.
- Contribute to strong referral pathways and collaborative service delivery across the region.

Reporting & Administration

- Maintain accurate client records, case notes and support documentation.
- Complete data collection, reporting and information management requirements.
- Contribute to program evaluation, outcome measurement and case studies.
- Ensure compliance with organisational, contractual, privacy and safeguarding requirements.



Team Participation

- Participate in supervision, team meetings and professional development activities.
- Contribute to continuous improvement and service development initiatives.
- Support a positive and collaborative team culture.
- Undertake other duties relevant to the role as required.

KEY POSITION OUTCOMES

- Individuals and families experiencing homelessness receive timely, responsive and outcome-focused support.
- Clients are effectively engaged and supported to identify and achieve housing and wellbeing goals.
- Immediate barriers to accessing housing, services and supports are identified and addressed.
- Clients are connected to appropriate housing, community and specialist support services through effective referrals and service navigation.
- Outreach activities contribute to increased engagement of people experiencing homelessness or housing instability.
- Strong stakeholder relationships support coordinated and integrated service responses.
- Client records, reporting and administrative requirements are completed accurately and on time.
- Service delivery reflects strengths-based, trauma-informed, culturally safe and person-centred practice.
- Program targets, funding objectives and quality standards are achieved.
- Compliance with safeguarding, privacy, legislative and organisational requirements is maintained.

POSITION REQUIREMENTS

Qualifications & Experience

- Qualification in Social Work, Human Services, Community Services or a related discipline; or equivalent combination of qualifications and relevant experience.
- Experience working with individuals and families experiencing homelessness, housing instability or complex social needs.
- Experience delivering brief intervention, crisis response, outreach or case management services.
- Experience undertaking assessment, support planning and coordinated service responses.

Capabilities

- Knowledge of homelessness service systems, housing pathways and community support networks.
- Strong engagement, assessment and service navigation skills.
- Ability to build relationships with individuals experiencing trauma, homelessness and complex needs.
- Ability to identify and respond appropriately to risk and vulnerability.
- Strong communication, advocacy and stakeholder engagement skills.
- Ability to work autonomously and exercise professional judgement.
- Competency using client management systems and Microsoft Office applications.
- Understanding of assertive outreach, rapid response and brief intervention service models.
- Commitment to strengths-based, trauma-informed and culturally safe practice.

KEY SELECTION CRITERIA

1. Homelessness & Housing Support Practice - Demonstrated experience supporting individuals and families experiencing homelessness, housing instability or complex social needs.
2. Assessment, Brief Intervention & Service Navigation - Experience undertaking client assessments, developing support plans, providing brief interventions and coordinating referrals to appropriate services.
3. Outreach & Client Engagement - Demonstrated ability to engage effectively with vulnerable individuals and families using strengths-based, trauma-informed and person-centred approaches.
4. Housing Systems & Community Services Knowledge - Knowledge of housing pathways, homelessness services and community support networks, and the ability to navigate these systems effectively.

5. Stakeholder Engagement & Collaboration - Ability to build effective relationships and work collaboratively with government agencies, community organisations and specialist service providers.
6. Administration, Reporting & Digital Systems - Experience maintaining accurate records, managing reporting requirements and using databases and information management systems.
7. Values-Based Practice - Commitment to trauma-informed, culturally safe, strengths-based and inclusive practice when working with diverse and vulnerable communities.

Key Documents

Encircle Policies and Procedures

