



Pine Rivers Neighbourhood Centre

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Phone 07 3889 0063 Fax 07 3285 1531
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Redcliffe Neighbourhood Centre

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Pine Rivers Community Legal Service

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Young Parents Program

119 Stafford Road, Kedron, QLD 4031
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April 2020

APPLICATION PACKAGE – Homestay Homelessness Outreach Worker

Applications are open for the position of Homestay Homelessness Outreach Worker (HOW). This is a temporary appointment, fulltime position of 38 hours a week for a 6 month contract. The position will be based at the Encircle Neighbourhood Centre site at Redcliffe.

Encircle Ltd is a not for profit community owned and operated organisation for individuals and families in the Moreton Bay and Greater North Brisbane areas. At a variety of locations, Encircle Ltd identifies and responds to local community needs and offers a flexible range of support services, activities and opportunities within a safe and welcoming environment. Encircle Ltd is focused on early intervention and prevention, and encourages community participation with a strong volunteering philosophy. Encircle Ltd has a growing staff team of more than 50 paid employees and 250 volunteers.

The role will provide enhanced Outreach Access to people sleeping rough/living in improvised dwellings as part of the COVID-19 Immediate Response. Service delivery will sit within the Moreton Bay Homelessness Response Group.

The preferred candidate will be a senior practitioner with experience in working alongside people experiencing homelessness and with complex needs. We are looking for a highly skilled individual to work as part of a rapid response team of stakeholders on the Redcliffe peninsula.

The following documents are enclosed:

1. Practice Framework Policy
2. Position Description

In no more than one page, your application should address the selection criteria and outline your suitability for the role. Please include a current resume in your application. Applications are to be lodged by email, clearly marking the subject line "Confidential, Care Coordination facilitator application" and emailed to mirandal@encircle.org.au

Applications that do not include a selection criteria response will not be considered.

The recruitment process for this role is being fast tracked, suitable candidates will be contacted promptly to arrange an interview. Any enquiries for this position can be directed to Miranda Lipke Homestay Services Manager on 0435 721 179

Yours sincerely,

Miranda Lipke
Homestay Services Manager

ENCIRCLE LTD

Practice Framework Policy

Date Adopted: _____

Signature: _____

RATIONALE

The Practice Framework provides a shared understanding of how the mission statement, "Strengthening individuals and families to take informed control of their lives and together enriching our communities." is enacted in all the services and programs of Encircle Ltd

POLICY STATEMENT

Encircle works within a Strength Based Framework in all interactions with the community it supports. A Strength Based Framework works alongside people to:

- identify and build on their competencies, resources and capacities rather than focus on perceived deficits
- identify and build on change that is naturally occurring and within the individual's control
- acknowledge that people are experts in their own lives, and uses language that reflects this
- see the problem as the problem, rather than the individual or group as the problem
- assist people to define their aspirations and goals and focus on the future
- recognize that change is constant and inevitable
- support self determination through genuine choice and the right to participation, inclusion and consultation

At an organizational level and at a board (governance) level this influences processes, including how we evaluate, give and receive feedback, work collaboratively, make decisions and engage with new ideas. It also facilitates a mutual learning environment that values self-reflective practice.

ENCIRCLE'S WORK IS

Community development oriented

The term "community" refers to both geographic communities and communities of interest:

- geographic communities i.e. people who identify with geographic areas
- communities of interest i.e. people who share a common history, culture, religion, experience or particular interest.

Community development strengthens individuals and groups to affect change in their own communities by engaging with others and building the skills and tools they need to bring about the desired change. A community development approach:

- involves individuals, families and communities in planning, direction setting, decision making and actions that impact on them
- builds the capacity of individuals, families and communities to address and find solutions to issues, and to set and achieve goals
- works collaboratively to achieve agreed outcomes

Child and young person centred

A child and young person centred approach means that children and young people are:

- at the centre of the process
- treated with respect and dignity
- given appropriate opportunities to participate and to be listened to
- supported and involved in developmentally-appropriate ways
- recognized as experts on their own experiences
- given choices and involved in decision making
- supported within the family context to build skills and strategies for the future
- provided with opportunities to develop and strengthen their peer relationships
- supported to develop healthy identities and skills as young adults

Family focused

A family focused approach:

- embraces the multiplicity of family types and situations
- requires workers to create a partnership with families, and work collaboratively with them
- includes family members in all decision making and planning activities at the level of participation they choose
- acknowledges the family members as the experts on their particular situation
- acknowledges families as the experts on their child's needs and abilities
- assists families to identify their strengths and build family resilience and resources
- involves families as participants in a continuous improvement processes

Prevention and early intervention focused

Prevention:

- is underpinned by education and information
- employs activities and strategies that support and promote individual, family and community wellbeing
- builds capacity
- supports self reliance

Early intervention:

- responds to individuals, families and communities that have displayed early signs of a risk or problem
- aims to minimize the extent of intervention required
- focuses on strengthening resilience
- may include follow up support after an initial intervention has been provided

ENCIRCLE'S PRACTICE FRAMEWORK IS INFORMED AND GUIDED BY THE FOLLOWING OPERATING PRINCIPLES:

Social Justice

Socially just practice is premised upon a commitment to access, equity, participation and rights for all members of the community, particularly those who are vulnerable or systemically marginalized, including but not limited to;

- children and young people
- women
- Aboriginal and Torres Strait Islanders
- those with mental health issues
- people who are homeless or at risk of homelessness
- unemployed people
- sole parent families

Implementing socially just practice means ensuring:

- everyone is informed about and has access to services regardless of education, religion, abilities, marital status, sexual orientation, health status, socio-economic status, gender, culture or other personal factors or life choices
- where necessary, positive discrimination strategies are applied to facilitate access and equity
- all position descriptions include "Demonstrated understanding of, and commitment to the principles of Social Justice" as a selection criterion
- Encircle's workforce is appropriately skilled in cross cultural awareness
- work practices are inclusive, promote a sense of belonging, and contribute to an environment in which everyone feels respected and valued
- the organisation, staff and volunteers act fairly, in good faith and without bias

Professionalism

Professionalism involves demonstrating a high standard of ethics and behaviour in all work activities:

- maintaining a commitment to best practice, innovation and ongoing learning and development
- maintaining personal and professional boundaries
- working in accordance with industry standards
- employing workers who are appropriately qualified

Integrity

Integrity involves honesty, truthfulness and authenticity; it is demonstrated by consistency and methods:

- in the development of the organisational mission statement, policies and procedures
- by working in accordance with the mission statement, policies, procedures and funding body standards
- by engaging in self-reflective practice
- by declaring any conflict of interests
- by ensuring appropriate use of the organization's resources

Transparency

Transparency involves openness, communication and accountability and requires appropriate governance and reporting structures and systems, by ensuring:

- decision-making processes are based on consultation and collaboration i.e. people play an active part in decisions that will affect them
- rights, roles, responsibilities are explored and made explicit
- stakeholders understand the provisions (or boundaries) of privacy and confidentiality
- the right of individuals to access information relating to them

Respect

Respect involves a high regard for people's intrinsic worth, their right to self determination, participation and inclusion; it is demonstrated by:

- recognizing people's potential
- honouring and valuing people's strengths and seeking to learn from them
- acknowledging people's right to safety and resources
- valuing people's uniqueness and diversity

Partnership

Partnership involves cooperation and/or collaboration and may be informal or formal. We will work in partnership with the community, other organisations and funding bodies in order to best meet the needs of clients and the community, and to maximise resources. When working in partnership we will:

- ensure there is a shared purpose and agreed outcomes
- ensure there are defined roles, responsibilities and procedures
- engage in shared decision making processes
- encourage mutual learning by sharing resources, information, knowledge and networks
- work to maintain strong and positive relationships.

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Position Title: Homestay Homelessness Outreach Worker (HOW)

Classification: The provisions of the Social, Community, Home Care and Disability Services Industry Award 2010 (Subject to Pay Equity Regulation 316) – Level 4-5 apply (dependent on qualifications and experience). Salary sacrifice is available.

Type of Position: Full time - 6 month contract

Purpose of the Role:

Provide enhanced Outreach Access to people sleeping rough/living in improvised dwellings as part of the COVID-19 Immediate Response. Service delivery will sit within the Moreton Bay Homelessness Response Group.

Organisational Environment:

Encircle is a not for profit community owned and operated organisation for individuals and families in the Moreton Bay and Greater North Brisbane areas. Encircle responds to personal and community needs within a safe and welcoming environment through our focus areas that provide a flexible range of activities, supports and information.

Encircle operates in accordance with its Mission Statement, Practice Framework Policy and Operating Principles. All staff and volunteers adhere to Privacy and Confidentiality requirements, a Code of Conduct and actively participate in organisational planning and development.

The Homestay Homelessness Outreach Worker (HOW) will be responsible for engaging individuals and families sleeping rough or in improvised dwellings on the Redcliffe Peninsular. The HOW will provide assertive outreach to rough sleepers with the aim of providing a pathway to integrated services that focus on client identified goals, improved health outcomes and transition from homelessness to safe, secure and sustainable long term accommodation.

The Homestay HOW will provide outreach access, assessment, advocacy and ongoing case support for people sleeping rough/living in improvised dwellings on the Redcliffe Peninsular, with a focus on identified homelessness spaces and parklands. The HOW will report to the Homestay Services Manager. The position is based at the Encircle Redcliffe Neighbourhood Centre. Centre vehicles are available. Occasional use of own car may be required and will be reimbursed as per the award. Encircle is committed to flexible workplace practices.

Key Responsibilities:

- Provide assertive outreach to individuals/families sleeping rough/living in improvised dwellings on the Redcliffe Peninsular.
- Provision of information, referrals, advocacy and ongoing case management as required to meet immediate and ongoing needs.
- Case management within the care coordination of the Moreton Bay Homelessness Response Group (MBHRG)
- Role will include some afterhours work
- On call support availability 24 hours a day 7 days a week (shared roster)

Listed duties may vary depending on service needs

Duties:

- Engage and build rapport with vulnerable individuals/families sleeping rough or in improvised dwellings on the Redcliffe Peninsular.
- Provide thorough assessments including vulnerability measurements, risk management and provision of immediate crisis responses/referrals/advocacy if required.
- On call responses to existing clients available 24 hours a day 7 days a week (shared roster)
- Utilise QHIP data base for assessment and QHIP/VCMS referrals
- Develop case plans provide appropriate referral pathways, and attend to case plan actions as required, e. g applications to social housing, assistance to access bond loans and rental grants, TICA checks, referrals to other specialised services and provision of information and access to other community resources
- Support clients to enhance their skills and build resilience
- Assist clients to identify and develop their own social and community support networks
- Discuss appropriate allocation for ongoing case support for tenancy sustainment with Homestay Team Leader/Service Manager
- Maintain comprehensive file notes on support plans and progress, and ensure that regular review and evaluation occurs against agreed support plan goals
- Facilitate access to brokerage funds as per guidelines.
- Comply with program, organisation and legislative requirements in relation to information sharing, case recording and data entry requirements.
- Contribute to program evaluation, development and improvement processes
- Actively participate in an environment that promotes collegial support
- Maintain effective working relationships and communication processes with internal and external services and stakeholders

Qualifications, Professional Memberships, Experience:

- Tertiary qualifications in Social Work, Human Services or a related field (or undertaking study to gain qualification)
- Minimum of two years experience working with clients with high complex needs.
- Experience within an outreach context, in homelessness and crisis intervention.

Other requirements:

Drivers Licence

Police Check

Key Selection Criteria:

- Demonstrated understanding of Social Justice Principles
- Demonstrated understanding a Strengths Based practice approach, Trauma- informed and recovery practice frameworks.
- Demonstrated ability to carry out needs identification, risk assessment and referrals
- Proven experience in case management with crisis strategies for clients experiencing homelessness, with complex needs across multiple domains, including Mental Health, Domestic Violence, and Drug and Alcohol use
- Ability to access and apply knowledge of tenancy legislation and processes.
- Well-developed communication and computer skills that include the management of client records, database management, collection of statistical data and report writing
- A high degree of professionalism and well-developed interpersonal skills with a capacity to liaise effectively with a wide range of people including clients, service providers and staff
- Demonstrated understanding of the needs, issues and sensibilities of all people, including Aboriginal and Torres Strait Islander and those from Culturally And Linguistically Diverse backgrounds.
- High level of practice reflection and self-awareness