



## **EMPLOYMENT PACKAGE Housing Intake Youth Case Worker**

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Thank you for your interest in applying for a position with BABI Youth and Family Service. BABI is an Equal Opportunity Employer and as such, the following information is provided to ensure that all applicants have an equal opportunity for preparing their applications. It is important that your application meets the requirements of this document.

### **THE POSITION DESCRIPTION**

The Position Description should be read carefully as it details the requirements and duties of the position. Please note that in terms of the selection criteria “demonstrated competency” or “demonstrated skill” means that you have used the particular competency or skill and can give and discuss examples of this use.

**You are encouraged to apply if you believe you possess demonstrated transferable skills to be effective in the role and have a willingness to undertake role specific training and development.**

### **YOUR APPLICATION**

The application is to include the following:

- a) An Expression of Interest letter (max. 2-3 pages) that introduces yourself and clearly articulates how you meet the Key Selection Criteria identified in this document, using examples about your abilities and experience that you believe best qualifies you for the advertised position.
- b) A resume/curriculum vitae including the names, positions and telephone numbers of at least three referees who can comment on your competency in regard to the requirements of the position. Referees will only be contacted after an interview.

**Applications that do not address the Key Selection Criteria will not be considered.**

***Applications close at 5pm Monday 4th May 2026.***

**Interviews may be conducted as applications are received.**

**Please send your application to [housing2@babi.org.au](mailto:housing2@babi.org.au) or mailed to Julie Figliano, P.O. BOX 69 WYNNUM 4178**

**Any further queries, contact Housing Program Manager Julie Figliano– phone: 07 3393 4176, email: [housing2@babi.org.au](mailto:housing2@babi.org.au).**

### **SHORT-LISTING PROCESS**

Initial short-listing is based on your expression of interest letter and your resume/previous experience. Short-listing will occur within one week of the closing date. If you have not been short-listed you will be advised of this in writing as soon as possible. Applicants who have not been shortlisted may not receive direct notification.

### **INTERVIEW PROCESS**

The interview panel will ask you questions that address the selection criteria and allow you to expand on your written submission. Each applicant will be asked the same questions, and you will be provided with a copy of these questions fifteen minutes prior to your interview. Questions are aimed at understanding your knowledge and skill and may include scenarios to which you will need to respond. You should answer each question fully and succinctly, as the panel will see it as your responsibility to demonstrate your knowledge and skills to support your application. You will be offered time to ask any other questions you may have at the conclusion of the interview.

### **REFEREE CHECKS**

It is the responsibility of your referee to provide honest feedback about your knowledge, skills and abilities relevant to the selection criteria for the position. At least one referee should ideally have been a recent supervisor. If you are not currently in the workforce your referee should at least be in a position to comment on your abilities as they relate to the selection criteria. If you have any concerns about the reference checking process please raise them during your interview. Reference checks are used to supplement the final selection decision.

### **SELECTION**

If you are selected for the position you will be first contacted by telephone. You will be offered the position and should you accept, a formal written offer of employment will be forwarded to you including information detailing the terms and conditions of employment. If you are not selected following your interview, you will be advised of this in writing within two working weeks of the interview.

### **Conditions of Employment**

This position is on a **fixed term part-time basis until 25th June 2027, for 30 hours per week, classified at Level 4.1, and will continue dependent on funding.**

This position is paid in accordance with the Queensland Transitional Pay Equity Order derived from the Queensland Community Services and Crisis Assistance Award 2008. The terms and conditions of employment, including wage, are those applying under the Social, Community, Home Care and Disability Services Industry Award 2010 in conjunction with the National Employment Standards. The NES and Award/Agreement are not incorporated into this contract as BABI is already required to provide these terms and conditions to their employees.

Participation in BABI events/activities/meetings which from time to time will involve some weekend/out of normal hours work.

## **BABI PROFILE**

BABI is a small-medium community based incorporated association providing a holistic response to young people and their families within the Bayside (Wynnum/Manly) and Redlands communities. Clients include young people and young parents (aged 16-21 years) who are homeless or at-risk, other young people (12-25 years) and the families of young people. BABI has operated since 1983.

BABI upholds the values of empowerment, integrity, innovation and excellence and is committed to collaborative work at all levels.

### **Our Mission (Purpose):**

**To provide specialist accommodation for youth experiencing homelessness in Wynnum, Manly and the Redlands area together with wrap-around services designed to enable youth to engage effectively with their education, family, work and community.**

For more information, visit the BABI Website: [www.babi.org.au](http://www.babi.org.au)

## **ORGANISATIONAL CONTEXT**

BABI Youth & Family Service is committed to providing high quality accessible, respectful and participative services to homeless or at-risk young people, young parents and the families of children and teenagers. Principles of honesty, transparency, respect, human rights, social justice and strengths enhancement underpin all practice at BABI.

BABI currently operates the following programs:

- Youth Accommodation - Specialist Youth Homelessness Service
- Family Support (counselling and parenting programs)
- Youth Support (community outreach support)
- Youth Engagement (drop-in, festivals, events etc.)
- Get Set For Work (employment and training support)

# BABI – Housing Intake Youth Case Worker Role Description

Administration and Communications Coordinator	
<b>Reports To:</b>	Housing Program Manager
<b>Direct Reports:</b>	Nil
<b>Key Liaisons:</b>	Housing Program Manager, Housing Team, Tenants, various Government Departments and Community Organisations.

Role Purpose
<p>Helping young people and tenants’ access safe and sustainable housing, and existing tenants to sustain their tenancy.</p> <p><b>Intake</b> - Being the first point of contact for young people at risk of homelessness and managing their intake and referrals.</p> <p><b>Case Work</b> – To support and assist youth and families within the provision of BABI Programs by providing a professional, high quality case management service.</p>

## Key Focus Areas

- **Housing Intake and Assessment.**
- **Case Management.**
- **SYHS Partnerships and Networks.**
- **Data Collection.**
- **Team Contribution.**

Organisation Profile	
<p><b>VISION</b></p> <p style="color: #00A0C0;">Building safety, wellbeing, independence and participation across the community.</p> <p><b>PURPOSE</b></p> <p style="color: #00A0C0;">To provide specialist accommodation for youth experiencing homelessness in Wynnum, Manly and the Redlands area together with wrap-around services designed to enable youth to engage effectively with their education, family, work and community.</p>	<p><b>VALUES</b></p> <p><b>EMPOWERMENT:</b> We empower people to develop greater confidence, to take more control of their own lives and become stronger and more independent.</p> <p><b>INTEGRITY:</b> Honesty, reliability and accountability are at the core of our organisation. We stay true to our word. We encourage transparent and open communication.</p> <p><b>INNOVATION:</b> We are creative in our delivery of services to and in our community. We put people at the centre of their own lives, and they identify, reach for and obtain their own goals and aspirations.</p> <p><b>EXCELLENCE:</b> People receiving our services are at the centre of all the decisions we make. We are dedicated to high standards of practice and service delivery.</p> <p><b>COLLABORATION:</b> We are committed to developing and maintaining strong partnerships for the ongoing benefit of our service users and the wider community.</p>

Your Key Focus Areas	
Area	Key Outcome
Housing Intake and Assessment	As the first point of contact, assessing eligibility and completing Intakes for BABI's housing services in a welcoming, professional and respectful manner. Making suitable referrals to a range of housing and non-housing services.
Case Management	High quality case management services are provided to young people who are on the Tenancy waitlist, or current tenants as needed.
SYHS Partnerships and Networks	Under the direction of the Housing Program Manager, key relationships are developed, resulting in opportunities for collaboration that strengthen BABI's service offering to clients and the community, with a focus on outcomes for young people on the BABI housing intake list.
Data Collection	Records are accurately recorded in a range of databases in a timely manner and information is recorded in line with expectations set out in BABI policy and procedures, service agreements, guidelines and relevant legislation, and reports generated.
Team Contribution	Support of and contribution to a highly productive SYHS team & (more generally) BABI in achieving high quality outcomes.

What You Need to Succeed (qualifications and requirements)	
<ul style="list-style-type: none"> <li>• A current 'Working with Children' Blue Card, current unrestricted open Driver's Licence, First Aid Certificate (BABI can assist you to gain a First Aid Certificate). BABI is a Child Safe Organisation, and takes steps to ensure the safety of children and young people.</li> <li>• Qualifications in Social Work, Human Services or other relevant disciplines.</li> <li>• Demonstrated case management knowledge and experience, preferably in relation to housing needs.</li> <li>• Skills and knowledge in working with at risk young people, families and youth in a border complex such as housing, health, education training and/ or employment, within a Determinants of Health framework.</li> <li>• Data collection experience and strong written and oral communication skills.</li> <li>• Proven ability to effectively assess, track and manage competing priorities and demonstrated attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>• MYOB and Microsoft Office skills are highly desirable, or a willingness and capacity to learn MYOB.</li> <li>• Data collection experience and strong written and oral communication skills.</li> <li>• Ability to positively influence others and establish and maintain positive internal and external working relationships, to achieve results that are in the best interest of BABI Youth and Family Service.</li> <li>• Demonstrated adaptability and willingness to be flexible, proactive and resilient in a changing work environment and decision making, while maintaining effectiveness and efficiency.</li> <li>• Honesty, accountability and understanding of ethical behaviour and organisational practices for yourself and other people, while operating in an inclusive and human rights first environment.</li> </ul>

Delivering Results	
Housing Intake and Assessment	
Key Outcome	Responsibilities
<p>As the first point of contact, assessing eligibility and completing Intakes for BABI's housing services in a welcoming, professional and respectful manner. Making suitable referrals to a range of internal and external housing and non-housing services.</p>	<ul style="list-style-type: none"> <li>Incoming calls or face to face intake and assessment is conducted to determine whether the client meets the eligibility guidelines to access BABI's Youth Housing Program. Providing professional and accurate referrals to external services if a potential client does not meet eligibility or requires additional services beyond housing needs.</li> <li>Completing intake and referral requests in a timely manner.</li> <li>Maintaining high level knowledge regarding a range of internal and external services and support that can be provided to clients.</li> <li>Identifying external vacancy opportunities and networking with other agencies and services to facilitate accommodation access for intake clients.</li> <li>Maintaining all directories and resources with up to date and accurate information that contributes to BABI providing a streamlined service to clients.</li> <li>Utilising QHIP and SHIP to accurately document intake and referral requests.</li> <li>Collecting accurate intake, referral and case notes regarding intake and referral.</li> <li>Ensuring client confidentiality is maintained when performing data collection.</li> <li>Recording professional files and case notes in addition to time spent in the relevant database to facilitate accurate reporting.</li> </ul>

Case Management	
Key Outcome	Responsibilities
<p>The assistance provided is respectful of the BABI model of delivery and ensures tenants are supported and empowered to sustain their tenancy, both now and in the future.</p>	<ul style="list-style-type: none"> <li>Developing and implementing case management plans that are holistic and integrate a range of services based on the client's needs, including maintaining existing accommodations where applicable regarding issues such as rent arrears and accommodation breaches.</li> <li>Supporting and educating young people in their personal goals and day to day life skills and needs including practical and hands on assistance, including support to secure Identification, licences, a variety of emergency relief options etc.</li> <li>Supporting clients with department applications and liaising with the department.</li> <li>Advocating for clients to access additional services to support in addressing their needs (e.g. Centrelink benefits, rental assistance).</li> </ul>

SYHS Partnerships and Networks	
Key Outcome	Responsibilities
<p>Under the direction of the Housing Program Manager, key relationships are developed, resulting in opportunities for collaboration that strengthen BABI's service offering to clients and the community, with a focus on</p>	<ul style="list-style-type: none"> <li>Developing and maintaining relationships with key government departments for the benefit of clients (e.g. Department of Housing and Public Works, Department of Child Safety Youth and Women, Department of Human Services, Public Guardian etc.)</li> <li>Liaising with community organisations and building and maintaining links to services with other relevant organisations, with a view to improving outcomes for young people who are homeless or at risk of homelessness.</li> <li>Networking/contributing to sector development and representing BABI at key events including inter-agency networks, community consultation and forums in a positive manner.</li> </ul>

increasing the housing stock that BABI manages.	
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**Data Collection**

Key Outcome	Responsibilities
Records are accurately recorded in a range of databases in a timely manner and information is recorded in line with expectations set out in BABI policy and procedures, service agreements, guidelines and relevant legislation.	<ul style="list-style-type: none"> <li>• Collecting accurate program and case information.</li> <li>• Monitoring and evaluating service delivery and case management in order to contribute to team discussions on evolving best practice.</li> <li>• Ensuring client confidentially and informed consent.</li> <li>• Maintaining program, case and client records in a confidential manner.</li> <li>• Utilising relevant databases including Specialist Homelessness Information Platform (SHIP) and Queensland Homelessness Information Platform (QHIP) to accurately capture service delivery information.</li> </ul>

**Team Contribution**

Key Outcome	Responsibilities
Displaying emotional intelligence and integrity, collaboration and respect to support and contribute to a highly productive SYHS team & (more generally) BABI in achieving high quality outcomes for young people.	<ul style="list-style-type: none"> <li>• Ensure a collaborative team environment and promote team-work and mutual respect within the Housing Team and wider BABI team.</li> <li>• Promote a BABI culture that supports and adopts values that are inclusive, human rights first, and contribute to a collaborative environment within BABI.</li> <li>• Attending regular Internal Supervision sessions with the Housing Program Manager and external clinical supervision, and actively participate in the annual performance and development planning process.</li> <li>• Participate in professional development activities, learning opportunities, clinical supervision, and other actions identified during annual performance development and planning process and other opportunities discussed with the CEO.</li> <li>• Actively participating in internal meetings and other Planning Days to assist in ensuring that the SYHS team and BABI achieve their purpose.</li> <li>• In high workload situations, provide assistance to other BABI staff and teams as requested by the Housing Program Manager, including administration support and support with other youth programs.</li> </ul>

## Key Selection Criteria (KSC)

Demonstrated competency in the following areas is required:

**KSC1:** Relevant experience and/or qualifications in the youth accommodation sector or in community housing, or other relevant community sector experience, as well as demonstrated understanding of the homelessness service system, the causes of youth homelessness, and factors that contribute to a young person's successful tenancy and exit out of homelessness.

**KSC2:** A demonstrated ability in providing case management, group work, life skills and personal development workshops for at-risk and disadvantaged young people.

**KSC3:** Well developed administrative skills and a track record in keeping administrative and case records in a timely and accurate manner.

**KSC4:** Demonstrated excellent communication skills (verbal and written), the ability to remain professional in challenging situations, and the ability to solve problems and resolve issues that arise in service delivery.

**KSC5:** A demonstrated ability to build networks and partnerships and to work effectively with other staff and a range of stakeholders (ie. government departments, other organisations) to achieve positive outcomes.

**KSC6:** Proven ability to work autonomously (time/self-management) and work effectively and collaboratively as a member of a multi-disciplinary team.

## Performance Management

Probationary and annual performance appraisals in accordance with the organisation's Policies and Procedures, strategic directions and operating principles will be conducted.

Where performance is appraised as unsatisfactory, reason(s) for such appraisal will be provided in writing. A strategy to enable the employee to meet required performance targets may be negotiated. Should the employee's performance still remain unsatisfactory after this period, a diminished performance process may be implemented.