



Motel Systems & Engagement Worker

Crisis Accommodation Management Team



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 in appropriate 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
Motel Systems & Engagement Worker	Crisis Accommodation Management Team
Reports to	Line Manages
Team Leader	NA
Classification/Award	Talkin
SCHADS Level 4	Team Leader
Based at	Backup when absent?
West End	Team Leader

Crisis Accommodation Management Team

The Crisis Accommodation Management Team supports the Immediate Housing Response (IHR) for families and individuals accommodated in motels and other emergency settings across Brisbane.

Through team integration, coordination with internal programs, and external networks, the team works to ensure quality service delivery aligned with IHR guidelines. The team plays a central role in supporting frontline staff and enhancing the consistency, responsiveness, and effectiveness of Micah Projects' IHR service model.

Position Description

As the Motel Systems & Engagement Worker, you will...

Support the Crisis Accommodation Management Team by ensuring the integrity, accuracy, and functionality of participant and program data systems related to the Immediate Housing Response (IHR). You will maintain backend databases, monitor data entry, produce system reports, and troubleshoot issues across various platforms including CMS and internal registers. Your role ensures that data informs decision-making, reporting, and compliance with program requirements.

Stakeholder Engagement

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

- Department of Housing, Homelessness and Small Business (Queensland)
- Community Housing Providers (e.g., Bric Housing, Mangrove Housing, Churches of Christ)
- Specialist Homelessness Services (SHS) funded under IHR
- Hotel and motel accommodation providers contracted for IHR use

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

- Family Crisis Accommodation Support
- Young Mothers for Young Women (YMYW)
- Inclusive Health Team
- Street to Home
- Brisbane Domestic Violence Service (BDVS)
- HUB

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Maintain and troubleshoot key backend systems and data tools used by the Motel Response Coordination Team (e.g. CSNet, IHR vacancy tracker, motel booking register, CMS).
- Conduct regular audits and data quality checks to ensure the accuracy, consistency, and completeness of IHR-related records, including accommodation data and referral information.
- Ensure the timely and accurate entry and reconciliation of IHR data, including placement activity, vacancy updates, referral outcomes, and associated documentation.
- Liaise with internal teams and partner services to resolve data discrepancies, clarify missing information, and support data integrity across systems.
- Monitor data compliance with reporting requirements for SHS, IHR, and other government funding contracts, ensuring readiness for external reporting or audits.

- Support the preparation of acquittals, brokerage reports, and data summaries to inform program performance, planning, and continuous improvement.
- Provide technical guidance and system support to the team and intake teams, contributing to process improvements and capacity building across service areas.
- Assist in the development and maintenance of documentation, templates, and procedures to support effective and consistent data management practices.
- 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.

Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- 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.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

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.

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 certificate, diploma, or tertiary qualification in data systems, information management, business administration, or related field; or equivalent experience.
- Demonstrated experience working with data systems, relational databases, and back-end management of CRM/CMS tools.
- Proven ability to conduct quality assurance checks, validate datasets, and resolve system issues in a timely manner.
- High level of proficiency with Microsoft Excel and experience using other data tools (e.g., SharePoint, data dashboards).
- Excellent attention to detail and commitment to maintaining data accuracy and compliance.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- 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

- Familiarity with CSNet or other Specialist Homelessness Services (SHS) databases.
- Experience working in community services, housing, or homelessness-related data environments.
- Knowledge of data visualisation tools (e.g., Power BI, Tableau, Crystal Reports).

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 _____