

# Position Description

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| <b>Title:</b>           | Carer Recruitment Officer – Home Based Care and Keeping Connected                       |
| <b>Business Unit:</b>   | Family Preservation & Reunification and Home Based Care, Eastern and Southern Melbourne |
| <b>Location:</b>        | Thomas Street Dandenong, and; Ferntree Gully Road Mount Waverley                        |
| <b>Employment type:</b> | Part time (45.6 hours per fortnight)   Maximum term (3 years)                           |
| <b>Reports to:</b>      | Team Leader, Adoption, Permanent Care and Carer Intake                                  |

## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## Position purpose

The role of the Carer Recruitment Officer will provide further resourcing to our Foster Care and Keeping Connected teams through intensive carer recruitment activities, supporting accreditation and assessment of foster carers and lead tenants, and, providing intensive support and supervision to carers as required.

## Scope

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| <b>Budget:</b> | Nil |
| <b>People:</b> | Nil |

## Relationships

|                  |  |
|------------------|--|
| <b>Internal:</b> | <ul style="list-style-type: none"> <li>• Team Leader</li> <li>• Staff and volunteers (if applicable)</li> <li>• Staff from Corporate, Support Services and Mission divisions</li> <li>• Uniting Marketing and Communications team</li> </ul> |
| <b>External:</b> | <ul style="list-style-type: none"> <li>• Consumers and their families, carers and/or advocates</li> <li>• Government departments and other funding bodies</li> <li>• Key partners and community services networks</li> </ul>                 |

## Position description

### Carer Recruitment Officer – Home Based Care and Keeping Connected

#### Key responsibility areas

##### Service delivery

- Lead and drive the recruitment (including safety screening checks), assessment, training and support of potential and accredited caregivers, and volunteers
- Support the Uniting Branding
- Assist with the creation and publication of communications including newsletters, email campaigns, and media channels including Twitter, LinkedIn and Instagram
- Assist in the planning and implementation of marketing strategies for recruiting carers
- Meet key performance indicators around service performance and delivery to ensure consumer outcomes
- Assist in event management, and coordination for promotional activities, for potential foster carers
- Foster collaboration and team work within and across programs and services
- Provide accurate and relevant information to carers and internal, external stakeholders
- Promote and maintain a positive and collaborative work environment
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.

##### Teamwork

- Develop and maintain effective relationships with key stakeholders including consumers, families, community service organisations, relevant professionals and government officials
- Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed
- Understand relevant stakeholder relationship and the importance of these to the organisation.
- Assist with building and maintaining professional, positive stakeholder relationships

##### Communication

- Excellent communication skills both written and verbal.
- Maintain comprehensive professional case files and consumer records, including data collection according to program and agency requirements
- Build and maintain effective relationships with carers, internal and external stakeholders, and demonstrate ability to engage an influence people.
- articulate clearly and influence messages concerning key issues

##### Continuous improvements

- Identify, develop and contribute towards new ideas and initiatives that improve overall service performance, and improved work practices, procedures, to affect change
- Work with the Coordinator to implement innovation and continuous improvement in service delivery

##### Results delivery

- Focus on, and work continually for positive consumer outcomes
- Take a proactive approach to problem solving and work within team and individually to achieve success
- Promote creativity and learning

##### Personal accountability

- Comply with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

## Position description

### Carer Recruitment Officer – Home Based Care and Keeping Connected

- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

## Person specification

### Qualifications

- Essential: Certificate IV in Youth Work or equivalent
- Desirable: Qualifications in Marketing or Communications fields
- Desirable: Tertiary qualification in Social Work
- Desirable: Certificate IV in Training and Assessment

### Experience and knowledge

#### Essential:

- Experience and demonstrated ability to work with children and young people who have experienced past trauma and abuse
- 1-2 years previous experience in a similar role
- Working within a complex organisational structure; with the ability to multitask
- Excellent interpersonal and communication skills, both written and verbal, including the ability to work co-operatively, and relate/interact effectively at all levels within and outside the organization;
- Excellent organisational time management skills, the ability to work under pressure and respond to competing/changing priorities, and adapt easily to change;
- Demonstrated ability of working within a highly confidential environment;
- Ability to display initiative provides effective solutions to complex problems, and exercise judgement to make sound decisions;
- Ability to work independently, and as a member of integrated team/s.
- Microsoft Office skills, (Word; Excel; PowerPoint; and Outlook).

#### Desirable:

- Experience in Marketing or Communications fields
- Preferable: Knowledge and understanding of trauma informed practice
- Preferable: Knowledge and application of therapeutic parenting practices

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for children and young people
- **Professionalism:** Execute day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Value diversity as a strength and positively utilise diversity
- **Consumer Focused:** Prioritise needs of consumers; privilege the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication:** Clear communication skills

## Position description

### Carer Recruitment Officer – Home Based Care and Keeping Connected

#### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**