

Foster Care Association of Victoria - Position Description

Position Title:	Carer Information and Support Service (CISS) Worker	Date:	May 2020
Department / Location:	Level 1, 398 Smith Street, Collingwood	Reports to:	Carer Information and Support Service (CISS) Coordinator

ORGANISATIONAL CONTEXT

The Foster Care Association of Victoria (FCAV) is the peak body for Victorian foster carers. Established in 1992, we are a not-for-profit organisation working towards better outcomes for foster carers and the children and young people in their care.

Foster care is the backbone of the Victorian response to protective intervention for children and young people at risk. Foster carers are the volunteers providing a home, family life and care to children and young people who are unable to live with their birth family for a variety of reasons. Many of these children have suffered traumatic events and the role of our foster carers is critical and complex in providing a safe and healing environment for children and young people to reach their full potential.

The FCAV is here to provide information, support and advocacy directly to all Victorian foster families. Our work directly impacts the care provided to the thousands of Victorian children and young people in foster care by providing:

- Carer Information & Support Service - free, independent advice and support to foster carers
- Advocating on behalf of foster carers to government, their agencies and in the community
- Community building - as the only centralised body for all foster carers in the state; providing forums and carer events.
- Providing carer news and updated information through our comprehensive website & regular newsletters
- State-wide Learning & Development opportunities for carers throughout Victoria through Carer KaFÉ

The FCAV represents over 4,000 foster carers across Victoria. In tandem with one-to-one support we provide to individual foster carers, our role as a membership Association is to advocate for vital improvements to the foster care system. Our current member database consists of over 5,000 carers and the wider sector and community. The Foster Care Association is mandated to strengthen Victoria's investment in greater recognition, respect and resources for foster carers, the volunteers who every day and every night make a difference in the lives of Victoria's children and young people.

POSITION SUMMARY

The Carer Information & Support Service (CISS) Worker is employed within the Social, Community, Home Care and Disability Services Industry Award 2010 and is accountable to the CISS Coordinator.

The position objectives are to:

- Provide prompt, responsible and accurate information and support to carers
- Respond to complex calls and issues reported by carers, workers and sector partners
- Record and maintain records on the CRM Database
- Liaise with Community Service Organisations (CSOs) and the Department of Health and Human Services (DHHS) in accordance with the agreed CISS response procedures (including Problem Resolution Protocol)
- Undertake research and development of carer resources such as Information Sheets and other papers as required.

KEY SELECTION CRITERIA

Qualifications

- A recognised Social Work or Psychology tertiary qualification or equivalent.

Demonstrated knowledge and experience

- Experience working in the child and family welfare field; in Out-of-Home Care, Child Protection, Family Services, or other services working with vulnerable families and children
- An understanding of child development and theoretical frameworks for trauma, grief, loss and attachment relating to children and young people placed in foster and permanent care
- Knowledge of current legislation relevant to Out-of-Home Care.
- Knowledge of Reconciliation.

Interpersonal skills and attributes

- Outstanding communication and written skills
- Strong advocacy and negotiation skills
- Ability to be discrete, sensitive and ensure confidentiality is maintained at all times
- Ability to work as a positive member of a team, participating in individual and group supervision.
- Ability to work as a dynamic team member and support Project Management work as required
- Assist in project tasks within the team such as the wellbeing initiative, team planning and development.

Capabilities

- Ability to collect data
- Competent computer skills in MS Office suite, Email and Case Management Software
- Driver's license essential, and ability to travel regionally as required.

Area	Key Responsibilities
<p>1. Assist carers with complex issues</p>	<ul style="list-style-type: none"> • Provide information, support and advice and follow up actions to support carers who contact CISS for support. This includes offering support via email, phone / video calls or offsite meetings as required. • Provide coaching to carers on what actions they can take, navigating the OOHC system. Assist or lead the process of advocacy • Ensure carers are supported through the Client Incident Management System (CIMS) process in a timely and respectful manner, advocate for procedural fairness. • Complete written documentation , attend meetings, liaise with agency and DHHS representatives as required • Maintain confidentiality in all circumstances in accordance with FCAV Policies and Procedures and Privacy Legislation

<p>2. Administrative tasks of CISS</p>	<ul style="list-style-type: none"> • Manage a complex caseload within a duty roster system • Record and maintain contact data, enquiries and case notes in the Customer Relationship Management System (CRM), ensuring data is loaded correctly and in a timely manner • Complete administrative tasks as required to support the team including recording meeting minutes and participating in team planning days.
<p>3. Liaise with CSO and DHHS</p>	<ul style="list-style-type: none"> • Work with key agencies and DHHS to clarify or resolve complex issues arising • Work with CISS coordinator, visiting CSOs to build relationships and promote the work of the FCAV and current projects. • Establish and maintain positive working relationships and protocols with DHHS, and CSO staff across all areas/regions.
<p>4. Information sharing</p>	<ul style="list-style-type: none"> • Ensure Victorian Handbook for Foster Carers, Child Protection Manual and Information sheets published on the website are used and current • Ensure you are informed of where to find accurate and relevant information that can be shared with callers • Share information within the team as appropriate to support team knowledge and skills
<p>5. Raise the profile of a specific area in OOHC</p>	<ul style="list-style-type: none"> • Each CISS team member is responsible for a specific area of development that will inform the broader FCAV team • Provide information on a specific area e.g. Well-being • Raise awareness of specific area and increase staff knowledge
<p>6. Participate as part of a team</p>	<ul style="list-style-type: none"> • Fully participate in team activities, meetings and planning • Be willing to work in a cooperative and helpful manner with other staff • Maintain confidentiality in all circumstances in accordance with FCAV Policies and Procedures and Privacy Legislation. • Fully participate in supervision meetings • Takes responsibility for quality and timeliness of own share of work • Assist with FCAV-led events as required.
<p>7. Reconciliation Action Plan</p>	<ul style="list-style-type: none"> • Participate and contribute in FCAV's Reconciliation Action Plan • Engage in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements; • Engage in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols; • Support and promote Aboriginal and Torres Strait Islander histories, cultures and achievements to recognise and respect the contributions that Aboriginal and Torres Strait Islander peoples make to our country and society.