

**Project Officer (contract)
Carer KafÉ
Kinship and Foster Care Education**

POSITION DESCRIPTION

About Carer KafÉ

In 2016 the Victorian Government invested \$1.59 million in Carer KafÉ for 18 months. As part of the 2018-19 budget announcement Carer KafÉ has been allocated additional funding for a period of three years.

Carer KafÉ (Kinship and Foster Care Education), is an initiative developed to provide a combined kinship and foster carer training strategy. Carer KafÉ provides a structure and logic to the learning progression and options for kinship and foster carers. It supports the development of statutory kinship, foster and Aboriginal carers in order to enable them to provide the best possible care to vulnerable children and young people.

It also aims to improve the retention of foster carers and to ensure that foster carers and kinship carers receive the support, knowledge and skills they need to meet the needs of the children for whom they care. To date Carer KafÉ has provided face to face training, online learning, podcasts, an online training calendar, regular newsletters, yarning circles, camps and support groups to over 2000 carers.

Carer KafÉ is committed to the Victorian Government's Aboriginal self- determination and self-management, as outlined in the vision of *Wungurilwil Gagapduir* – the Aboriginal Children and Families Agreement and reflected in commitments made in the Carer KafÉ Aboriginal strategy.

STRATEGY IMPLEMENTATION

The Foster Care Association of Victoria (FCAV) is responsible for the project management and implementation of the strategy. FCAV is a non-government peak body supporting and representing Victorian foster families, working alongside government and non-government agencies and other peak bodies.

The strategy's Governing Reference Group consists of The Department of Health and Human Services, FCAV, Kinship Care Victoria, VACCA, The Alliance and The Centre for Excellence in Child and Family Welfare. This group reviews and approves the strategic direction and provides guidance on the allocation of funds to meet the learning and development needs of Victorian kinship and foster carers.

POSITION DESCRIPTION

This role has been established to support the program management of a statewide combined Kinship and Foster carer training strategy. It is intended to undertake project and policy tasks as directed by the Program Manager.

QUALIFICATIONS

Tertiary qualifications in a relevant field are highly desirable, especially health and welfare, policy and evaluation and or communications.

KEY SELECTION CRITERIA

Demonstrated knowledge and experience

- Strong skills in stakeholder engagement and project management
- Ability to undertake a range of project tasks and manage competing deadlines
- Experience in creating correspondence, newsletters and social media monitoring and response
- Experience in program evaluation
- Experience in developing work flow documentation such as but not limited to, Standard Operating Procedures (SOPS), policy and procedure development, task instructions, workflow and process charts, User Guides.
- Creating training needs analysis assessments and supporting documentation according to principals of Project Management
- Preparing Assessment and Evaluation tools and report on the effectiveness of learning and development initiatives
- Experience working within evaluation frameworks
- Experience of the not for profit, higher education, State Government, health & welfare, learning & Development sector, case management or consumer participation highly regarded
- Ensure Carer KaFE approach to training activities incorporate evidence-informed practice and carer/trainer/host feedback and are subject to continual review and improvement to meet the changing needs of the sector
- Demonstrated computer skills using Word, Excel, PowerPoint, CANVA, CRM (SalesForce preferred) and social media management
- Understanding of issues impacting on Aboriginal and Torres Strait Islander children and families, and strong commitment to the rights, needs and aspirations of Aboriginal and Torres Strait Islander children and families
- Knowledge of adult learning systems and processes.

Interpersonal skills and attributes

- Excellent time management skills and the ability to prioritise work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills and the ability to work across different areas
- Ability to think conceptually and analytically
- Excellent interpersonal skills and the ability to work with a range of stake-holders sensitively and appropriately
- Ability to work unsupervised and as part of a team.
- Show initiative within the scope of their role and have a 'can-do' approach to ad hoc work requests from management

RESPONSIBILITIES

To fulfill program deliverables and project support by undertaking a range of project tasks including but not limited to:

1. Stakeholder Engagement

- Co-ordinate Training Framework implementation in liaison with Community Support Organisation (CSO), training providers and secondary stakeholders.
- Co-ordinate the development and continuous improvement of training programs (including gaps analysis) and reporting to CSO's and Trainers regularly
- Co-ordinate the Stakeholder Engagement Framework implementation

2. Evaluation

- Assist Program Manager in implementation of Evaluation Framework and manage allocated evaluation and reporting duties
- Coordinate quality improvement evaluations of training sessions
- Coordinate complaints and compliments process

3. Reporting and Analysis

- Coordinate regular reporting including monthly Care KaFE statistical report
- Conduct thematic analysis and reporting according to program needs according to program development needs including but not limited to the increase of kinship carer and carers from Aboriginal and Torres Strait Islander backgrounds attendance at training
- Conduct and analyse participant evaluations, including training experience, content and training gaps focusing on qualitative reporting
- Conduct regular quality improvement analysis
- Conduct quantitative and qualitative analysis and reports with support from the Project Administrator

4. Communications

- Coordinate Communications including creation of digital content for newsletters, websites and social media including production and distribution of merchandise
- Collaborate with CSO's to increase localised Carer KaFE funded advertising
- Merchandise management with support from the Project Administrator where requested
- Coordinate teleconferences with CSO's to increase program quality and attendance
- Social Media content development and monitoring with support from the Project Administrator where requested
- Google Analytics and Website development

5. Reconciliation Action Plan

- Apply self-reflection, personal engagement, and active learning relating to reconciliation and cultural safety.
- Contribute to the cultural safety and competency of training programs

- Contribute to the increase of carers from Aboriginal and Torres Strait Islander backgrounds attendance at training

6. General Administration:

- Answer and direct phone calls if needed
- Assist in the maintenance of the contact lists and databases
- Monitor email inbox

7. Other duties as required.

ACCOUNTABILITY

The Project Officer is accountable to the Program Manager.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the SACS award. All employees are eligible for salary packaging upon commencement of employment.

Hours of work can be negotiated with the Project Manager. FCAV office hours are between 9am – 5 pm. Some after-hours may be required, and will be compensated on a time-in-lieu basis in accordance with Award conditions. Superannuation will be paid by the employer to a nominated fund in compliance with the prescribed amount under the Superannuation Guarantee Act.