

Position description: Carer Recruitment and Retention Worker

ROLE PURPOSE

The Recruitment & Retention Worker focuses on engaging, recruiting and retaining Foster Carers for Family Services programs in Victoria. The Recruitment and Retention Worker develops, implements and manages a range of processes designed to attract and maintain a strong workforce of carers.

This position requires a problem solving attitude, a strong customer service focus and an ability to work autonomously while engaging with teams. This worker will engage strongly with the Out of Home Care and the Disability Services teams, as well as the Marketing and Communications Department (which is responsible for the development of promotional materials). The worker will also work with teams supporting the ongoing retention of positive working relationships with carers.

Part A: Organisation

Baptcare's Vision, Mission and Values

Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Vision: Communities where every person is cherished.

Our Mission and Vision are lived through our WE CARE values:

We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You are living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalized and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

Part B: Position specifications

Relationships

Division:	Services and Operations
Reports to:	Team Leader Foster Care
Internal:	Foster Carers, Out of Home Care and Disability Services team members, Marketing and Communications, Other internal departments and teams

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External:	Prospective foster carers, Department of Health and Human Services (DHHS), other community service organisations
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Dimensions		
Annual Operating budget:		N/A
Staff	Direct	N/A
	Indirect	N/A

Delegations and authorities	
Capital expenditure:	N/A
Operating expenditure:	N/A

Key Accountabilities
<ol style="list-style-type: none"> 1. Attraction of carers and volunteers 2. Management of the recruitment process 3. Retention of carers and volunteers 4. Contribute to workforce planning and promotion 5. Commitment to children's safety and best interests, and duty of care in the prevention, identification and response to child abuse.

Key Tasks
<ol style="list-style-type: none"> 1. Attraction of carers and volunteers <ul style="list-style-type: none"> • Organise and plan campaigns and recruitment events • Develop and implement recruitment materials in conjunction with Marketing • Ensure effective engagement of new carers and volunteers into Baptcare 2. Manage recruitment process <ul style="list-style-type: none"> • Undertake effective screening processes of carers and volunteers • Ensure rigorous assessment process, including participation in essential pre-service training • Ensure essential information is recorded and complete upload to databases • Introduce carers and volunteers to the Baptcare workforce, ensuring orientation and induction 3. Retention of carers and volunteers <ul style="list-style-type: none"> • Develop and implement systems to support carers' needs and ensure ongoing engagement • Ensure ongoing training program that meets compliance needs and ensures carer support • Maintain availability of accurate carer resource manuals and carer handbooks • Provide feedback and recognition of carers and volunteers • Maintain up-to-date records of training and other activity

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4. Contribute to workforce planning and promotion

- Carer and volunteer recruitment needs are identified
- Liaise with Marketing department to support promotion of carers

5. Comply with relevant standards and legislation, Baptcare and DHHS policies and procedures

- Maintain updated knowledge of and work within relevant standards and legislation including but not limited to the *Children, Youth and Families Act 2005*, *Child Safe Standards*, the *Carer Recognition Act 2010 (Cwlth)* and *2012 (Vic)* and Work health and Safety requirements
- Maintain updated knowledge of and work within Baptcare and DHHS policies and procedures
- Support practice that is family and culturally sensitive

6. Other

- Participate in duty roster as required
- Participate in after-hours on-call roster as required

Part C: Person specification

Key selection criteria

- Self-starter- able to work independently and be highly motivated
- Highly developed carer assessment skills
- Proven ability in staff recruitment
- Highly effective interpersonal skills
- Team-based orientation
- Excellent written and verbal communication skills
- Highly developed organisational and time management skills
- Highly developed analytical and problem-solving skills in order to develop, interpret and act on surveys and needs analyses
- Highly developed computer skills
- Attention to detail
- Networking skills

Qualifications

Essential:	Recognised tertiary qualification in a relevant discipline, e.g. social work, social science, social justice, welfare, community development
Desirable:	<ul style="list-style-type: none"> • Case management experience in family welfare context • Experience in staff recruitment • Experience in community liaison • Experience in the foster care or kinship care sector

Other

Essential	<ul style="list-style-type: none"> • Current Police Check (national and international if relevant) • Current Working with Children Check • Current Victorian Driver's Licence
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DECLARATION	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.
Employee	Name: Signature: Date: / /
Baptcare representative	Name: Signature: Date: / /