

# Position Description

Position	<b>Carer Support Officer – Full Time</b>
Position Location:	This position is based in Darwin but will require travel within the Northern Territory as required.
Terms of Employment:	Full Time (37.5 hours per week) on a permanent basis. A 12 month probationary period applies to this position.
Salary	Skills level: 4.1 SCHADS award  5 weeks' annual leave.  Generous salary sacrifice benefits are available under FKCANT's PBI charity status.
Reports to:	Practice Manager
Special Measures:	Aboriginal and Torres Strait Islander people are encouraged to apply

## Organisation

**Foster and Kinship Carers Association NT (FKCANT)** is an independent community based incorporated body that empowers fosters and kinship carers through knowledge, support and advocacy.

As the peak body for all foster and kinship carers, the core business of FKCANT is to represent and advocate for the best interests of foster and kinship carers, both current and potential, ensuring policy and practice implemented by Territory Families is appropriate and fair and equitable for all foster and kinship carers, their families and the children in their care.

FKCANT plays a pivotal role in providing advice and support for carers navigating often complex and difficult interactions with Territory Families to have issues and concerns addressed in a timely and appropriate manner.

FKCANT is funded by Territory Families to provide carer recruitment, support and systemic and individual advocacy services to all carers regardless of background, culture, religion, gender, relationship status within the Northern Territory.

## Position Summary

This role offers an exciting opportunity to be an integral part of our dynamic team working towards FKCANT's vision to empower carers through knowledge, support and advocacy.

The Carer Support Officer/Advocate will be responsible for continuing to build and expand the Association's community profile, advocate for our members and connect carers with a range of other support services to assist them in their carer journey. They will also be responsible to map and undertake projects to review and develop new support services.

There will be opportunities to broaden the scope of the Association by working closely with the team to develop new projects that meet the strategic goals of the agency and add greater value for our foster and kinship carers.

## Key Duties and Responsibilities

- Review and investigate carer complaints in accordance with FKCANT Advocacy Practice Framework.
- Engage in recruitment activities for new foster and kinship carers.
- While based in Darwin, the CSO will be required, at times, to travel within the NT to connect with regional and remote carers to deliver carer support and training services.
- Act as the initial point of contact for carers. This may include answering general questions, providing general information, referring to senior staff where appropriate and providing follow up contact and support.
- Ensure monthly contact is made with carers either face to face or via telephone or video conferencing to carers to enable them to feel capable and supported in their role.
- Plan, attend and facilitate relevant meetings with stakeholders including but not limited to case conferences, carer reviews and any other meetings where carers require a support person.
- Contribute to the development of an annual calendar of training and events for Foster and Kinship Carers.
- Develop and sustain relationships with external service providers and identify opportunities for mutually beneficial partnerships that progress FKCANT toward its strategic objectives.
- Represent FKCANT at various sector, government and professional events, networking opportunities and to the Association's members.
- Coordinate and facilitate peer support networks to engage the carer community.
- Other duties consistent with the position where required and/or requested by management from time to time.

## Selection Criteria

### Experience – Skills and Knowledge

- Demonstrated ability to interpret and apply policy and legislation within an advocacy framework and setting.
- Well-developed communication verbal and written skills, with a demonstrated capacity to deliver high quality written documentation with attention to detail and consideration of confidentiality and privacy requirements.
- Ability to develop and maintain strong, working relationships with key stakeholders, including carers, government, non-government and the corporate sector.
- Demonstrated understanding of the challenges and experiences of people from diverse backgrounds including culturally and linguistically diverse, Aboriginal and Torres Strait Islanders.
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work independently whilst proactively contributing to a positive and supportive work culture.
- Ability to engage and communicate with individuals and groups of people, tailoring communication to suit specific target groups and age ranges.
- Broad knowledge of the range of support services available to assist families.

### Qualifications

Relevant qualifications and/or experience in community engagement and capacity building within a relevant area of community, health or human services sector is essential.

1. NT drivers licence
2. Working with Children's Card (Ochre Card) or the ability to obtain is mandatory for this role

### Application

**Applicants are required to submit a cover letter addressing the selection criteria including a copy of their current curriculum vitae and two referees.**

Applications are to be received by **COB 30 June 2021**.

All applications are to be forwarded via email to [info@fkca.org.au](mailto:info@fkca.org.au)

Should you require any further information please direct your call in the first instance to Cheryl Schmidt (CEO) on 1300 352 268.