



Position Description

Fostering Beginnings Program COORDINATOR

Reports to:	Chief of Operations, Social Care Solutions
Direct reports:	Carer Recruitment Advisors, Support Staff
Employment status:	0.8 FTE – 0.95FTE (negotiable) (30 to 36 hours per week) Fixed-term contract (5 years) commencing June 2026
Location:	SCS has an office in Clayfield and it is expected the successful applicant will be able to attend the office when required. Working from home can be negotiated. Inter/intrastate travel may be required. The position supports Recruitment, Training and Assessment of prospective carers in the South East Region of Queensland. Travel throughout this region is expected and forms a critical part of the role.

As the Fostering Beginnings Program (FBP) Coordinator with Social Care Solutions (SCS), you will work in partnership with the Senior Leadership Team (SLT, which consists of the Chief Executive Officer, Chief of Operations and Chief of Strategy and Governance), the Management Leadership Team (MLT) and the Support Team (Admin) to establish and lead the new Recruitment, Training and Assessment Program, named Fostering Beginnings, in the Department of Families, Seniors, Disability and Child Safety's South East Queensland region. You will lead a team of Carer Recruitment Advisors and support staff, coordinating closely with the already established SCS Training and Assessment teams, to source, prepare and handover qualified carers to foster care support agencies in the region. Your project management expertise will ensure the FBP is designed and delivered to meet the objectives and milestones of the program. You will support and be an ambassador for SCS by networking and building collaborative partnerships, through the



development and maintenance of strong professional relationships with stakeholders and clients throughout the South East Region, Queensland, Australia and Aotearoa (New Zealand) more broadly.

This role will form part of the MLT and contribute to the broader development and direction of SCS. The successful applicant will participate in the on-call roster and will receive above-award remuneration, which includes a phone and travel allowance. The role comes with flexible working arrangements to be negotiated with the COO.

Key Accountabilities:

- Lead and provide formal and informal supervision to Carer Recruitment Advisors and support staff, fostering a high-performing, values-aligned team culture.
- Coordinate and project manage the FBP, across marketing, finance, technology and practice workstreams to ensure integrated and effective delivery of the program.
- Oversee carer recruitment pipelines, ensuring timely sourcing, preparation and handover of qualified foster carers to relevant agencies in the South East Queensland region.
- Liaise and coordinate with the established Training and Assessment teams to ensure alignment and continuity of carer preparation pathways.
- A proven ability to understand, identify and assess risk within a child protection and safeguarding framework.
- Maintain a high-quality, customer service focused approach in all interactions with prospective carers, foster care applicants, agencies and referring organisations, ensuring responsive and professional communication throughout.
- Develop and maintain strong working relationships with foster carer support agencies, government departments and community partners across South East Queensland.
- Manage program budgets, timelines and reporting requirements, ensuring the FBP operates efficiently and within agreed parameters.
- Participate in the on-call roster as required, providing leadership and decision-making support outside standard business hours. This is approximately once every 8 weeks.



- Complete administrative and program management tasks including maintaining accurate records, updating systems and workflows, and reporting to the SLT as required.
- Contribute to the strategic development of SCS, including attending MLT meetings, participating in business planning and supporting organisational growth initiatives.
- Develop and maintain reporting framework to capture program impact and ensure governance requirements are met.
- Network and build relationships with new and existing clients and partners to maintain and grow SCS' market position in South East Queensland.
- Complete monthly reports for SLT and attend monthly MLT meetings in person.
- Where required, you will:
 - Assist in the development, implementation and review operational policies and procedures.
 - Assist the CEO/COO with recruiting, when necessary.
 - Contribute towards the achievement of SCS' strategic and operational goals.

Within your role you will commit to building strong relationships with your team and stakeholders, ensuring the FBP is delivered to a high standard, in line with SCS' quality guidelines and values.

You will model professional excellence and maintain open lines of communication with all program partners.

All work of the FBP Coordinator will be completed in line with all SCS policies and procedures, embodying the values and purpose of the organisation as a whole, and modelling these for all team members.

Expertise:

- Bachelor degree in Social Work, Psychology, Social Sciences, Human Services, or related field. Postgraduate qualifications are highly regarded.
- Subject Matter Expert in child protection and foster care, with a minimum of 10 years' experience in the sector.



- Strong project management skills, with demonstrated ability to coordinate a program with marketing, finance, technology and practice elements across a complex operating environment.
- Strong customer service approach, with a demonstrated commitment to responsive, respectful and solutions-focused engagement with carers, families, agencies and community partners.
- Proven experience in management and leadership of teams and human service practitioners, with the ability to provide guidance and mentoring in a strengths-based, supportive and empowering manner.
- Demonstrated experience working with children and families, specifically children and young people who have suffered trauma, in the Out of Home care system or on the edge of care.
- Established interpersonal skills, with expertise in respectful confrontation and evaluation of practitioners' abilities and capacity.
- Demonstrated ability to work independently.
- Strong time management skills.
- Understanding of business and general finance principles and practices.
- Basic technology skills (SharePoint, MS Office, VOIP system and others).
- The ability to obtain all statutory personal history screening, including a positive Working with Children Check.

Key Interactions:

- Internal: CEO, COO, CSG, MLT, Support staff, Project Team, Training and Assessment Teams, Carer Recruitment Advisors.
- External: Department of Child Safety, Foster Carer Agencies, Prospective Foster Carers, Foster Care Applicants, and community partners.

Key Practicalities

- Location – SCS has an office (at Clayfield) and it is expected the successful applicant will be able to attend and work from the office. Working from home can be negotiated. Critically, the ability to service the South East Queensland region in person is essential. The successful applicant must hold a current driver's licence and have access to their own vehicle. A travel allowance is provided as part of the overall salary package.
- 30 hours (0.8FTE) at a minimum, up to 36 hrs (0.95FTE) is considered appropriate. At times, there may need to be an increase in hours,



particularly during program establishment or when demand is high. The spread of hours can be discussed and agreed with the COO. Flexibility in work hours may be required at times to meet community or applicant needs, which may include after-hours and weekend work. TOIL or additional hours will be funded in negotiation with you.

- A password-protected computer is required for this role, along with the commitment to complete all necessary technology safeguards required by Social Care Solutions.
- Remuneration – Level 5. SCS pays above award rates (to be negotiated). A phone allowance and travel allowance are provided as part of the overall salary package.