



## Position Description

### CARER RECRUITMENT ADVISOR

Reports to:	Fostering Beginnings Program Coordinator, Social Care Solutions Pty Ltd
Direct reports:	Nil
Employment status:	<b>0.5 FTE (negotiable)</b> (20 hours per week, ideally spread across 5 days) Fixed-term contract (5 years) commencing early 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/intra-state 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 a Carer Recruitment Advisor with Social Care Solutions (SCS), you will play a central role in establishing the new Recruitment, Training and Assessment Program, called Fostering Beginnings, in South East Queensland. Working under the leadership of the Fostering Beginnings Program (FBP) Coordinator, you will guide potential prospective carer applicants from their initial Expression of Interest all the way through the training and assessment journey, through to a warm handover to a fostering agency of their choice. Your work will be underpinned by an exceptional customer service focus, a strong understanding of the foster care sector, trauma-informed practice, and the legislative framework that shapes the day-to-day lives of foster and kinship carers.



This is a community-facing role that requires strong relationship management, excellent written and verbal communication skills, and the ability to work independently across the South East Queensland region. A phone allowance and travel allowance are provided. The role comes with flexible working arrangements to be negotiated with the FBP Coordinator and Chief of Operations.

## **Key Accountabilities:**

- Manage a caseload of prospective foster carers and foster carer applicants, providing consistent, responsive and supportive case management from Expression of Interest through to agency handover.
- Engage with prospective carers in a warm, informative and encouraging manner, providing clear and timely information about the foster care process, expectations and supports available.
- Coordinate applicant participation in training and assessment activities, liaising closely with SCS' Training and Assessment teams to ensure smooth progression through attendance at training and completion of the a foster carer applicant's Initial Assessment.
- Facilitate warm handovers to foster care support agencies, ensuring foster care applicants feel informed, supported and connected to the right agency for their circumstances and preferences.
- Maintain accurate and up-to-date case notes, records and workflow documentation in line with SCS systems and quality standards.
- Proactively manage applicant engagement and retention, identifying and addressing barriers that may cause attrition at any stage of the recruitment process.
- Represent SCS professionally in the South East Queensland region, attending community events, information sessions and networking activities to support carer recruitment efforts.
- Provide regular updates and reports to the FBP Coordinator on applicant pipeline status, issues and outcomes.
- Respond to applicant enquiries in a timely and professional manner, ensuring every interaction reflects SCS' values and commitment to quality service.
- Work collaboratively with the broader FBP team and contribute to continuous improvement of the carer recruitment pathway.



- Network and build relationships with agencies, community organisations and referral partners to grow the profile of the FBP across the South East Queensland region.
- Complete reporting as required and attend regular team meetings and supervision with the FBP Coordinator.
- 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 genuine relationships with prospective carers and foster care applicants, supporting them to navigate a significant and meaningful process with confidence.

You will uphold SCS' quality standards, meet agreed timelines and maintain open communication with all stakeholders.

All work of the Carer Recruitment Advisor 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 those they work with.

## **Expertise:**

- Bachelor degree in Social Work, Psychology, Social Sciences, Human Services, or related field.
- Subject Matter Expert in the out-of-home care sector, with a minimum of 5 years' direct practice experience in the sector, including a strong understanding of trauma-informed practice, foster care legislation and awareness of the day-to-day realities of foster carer life.
- Strong customer service approach, with excellent verbal and written communication skills and the ability to engage warmly and effectively with people from diverse backgrounds and at varying stages of a significant life decision.
- Strong case management experience, knowledge and skills, including the ability to manage a varied caseload, maintain accurate records and navigate complex applicant circumstances with professionalism and care.



- Demonstrated ability to build authentic relationships with community members, families and sector partners, operating from a strengths-based, trauma-informed and culturally responsive framework.
- Demonstrated experience working with children and families in the Out of Home Care system, including an understanding of the foster and kinship care landscape in Queensland. Experience in writing fostering assessments and/or delivering training to carers is advantageous.
- Established interpersonal skills, with confidence in navigating sensitive conversations, managing applicant expectations and providing honest, respectful guidance throughout the process.
- Demonstrated ability to work independently and manage competing priorities across a community-based caseload.
- Strong time management and organisational skills, with the ability to maintain momentum across a caseload while remaining responsive to the individual pace and needs of each applicant.
- A genuine commitment to the safety, wellbeing and best interests of children and young people, and to the important role foster carers play in their lives.
- Solid technology skills, including proficiency with MS Office, case management systems and digital communication tools.
- The ability to obtain all statutory personal history screening, including a positive Working with Children Check.

## **Key Interactions:**

- Internal: FBP Coordinator, COO, Training and Assessment Teams, Support staff.
- External: Prospective Foster Carers, Foster Care Applicants, Foster Carer Agencies, Department of Child Safety, community organisations and referral 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 drivers licence and have access to their own vehicle. A travel allowance is provided.

- 20 hours per week (0.5FTE), ideally spread across the five days of the working week to ensure consistent availability for applicant enquiries and coordination. Hours are negotiable and will be agreed with the FBP Coordinator and COO. Flexibility in work hours may be required at times to meet community or applicant needs, which may include after-hours and weekend work, in which 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 4. SCS pays above award rates (to be negotiated). A phone allowance and travel allowance are provided as part of the overall salary package.