

Position Description

Role	Carer Advocate
Terms	0.6 FTE
Reports to	Principal Advocate and Service Lead
Industrial Instrument	Fair Work Act 2009 and the Social, Community, Home Care and Disability Services Industry Award 2010
SCHADS Level	SCHADS Level 4
Location	2/229 Greenhill Road, Dulwich SA 5065 Some flexible arrangements negotiable.

About Connecting Foster and Kinship Carers South Australia Inc (CFKC)

CFKC is the independent peak representative body for foster and kinship carers (carers) in South Australia. We aim to elevate and ensure the voices of all South Australian carers are represented and their rights upheld, whilst the care for children and young people.

CFKC is committed to ensuring that carers are recognised, valued and supported to remain focused on their families – with the confidence and continued capacity to raise children and young people to recover from trauma, regain their potential and enjoy a positive future.

About the Carer Advocacy Service

CFKC provides individual advocacy when carers experience an issue, and/or conflict with a member of their child or young person's care team. All formal foster and kinship carers in South Australia are eligible for this support and/or advocacy, regardless of whether they are members of CFKC.

Key Responsibilities:

Work under the general direction of the Principal Advocate and as part of a team to:

Provide individualised services to carers including by:

- responding promptly and effectively to enquiries and requests for support;
- at the entry point listening and empowering, building relationships with Carers to assist in our advocacy;
- maintain continuity of service over time and extended period of time;
- ensuring carers have a voice in matters that affect them and their families;
- providing guidance to enable carers to exercise choice and make decisions;
- advocating for carers and facilitate contact and communication between relevant parties;
- providing assistance and effective support to carers to navigate the process of seeking internal and external reviews of DCP decisions and within the Youth Court setting; and
- working collaboratively with DCP, Foster Care agencies, Kinship care teams and other stakeholders.

Deliver statewide services, including by:

- promoting CFKC to the wider community;
- representing CFKC at sector events; and

- designing and presenting community education and community development activities if required.

Support operational functions, including by:

- maintaining records and data management;
- representing CFKC with face-to-face meetings with Carers and stakeholders where required;
- engaging in quality accreditation processes;
- where required supervising volunteers and students; and
- assisting with special projects where required if capacity.

Other responsibilities

- Contribute to a positive workplace culture
- Perform your role in line with required federal and South Australian laws
- Undertake annual performance development planning, including twice yearly conversations with your manager about opportunities for professional growth
- Other reasonable tasks as required by your manager and organisation.

Selection Criteria:

1. Proven ability to undertake the key responsibilities outlined above
2. Strong verbal, non-verbal and written communication skills, with the ability to listen, clarify, explore options and provide advice leading to satisfactory resolution of problems
3. An ability to communicate with a diverse range of individuals and services, including Aboriginal communities, culturally and linguistically diverse communities
4. Relevant qualifications.
5. Exceptional customer service skills with a high level of competency in conflict resolution and the ability to remain calm and focused in challenging situations
6. Proven ability to connect carers with services and programs to meet their needs
7. Proven ability to build and sustain positive working relationships and networks with internal and external stakeholders
8. Skills in managing time, setting priorities and organising work to meet agreed timeframes
9. Proven ability with Microsoft Office applications
10. Knowledge of trauma informed and restorative practice; developmental delays and disabilities; Aboriginal and Torres Strait Islander communities and CALD communities

Highly desired criteria

11. Tertiary qualifications in social work, law or experience in the child protection field.
12. Previous experience in a similar role or as a registered foster and/or kinship carer
13. Demonstrated knowledge of the social and legal issues pertaining to foster and kinship care; an understanding of the child protection sector and the how reforms impact carers

Applicant Notes:

It is expected that the successful applicant will have:

- a current South Australian driver's license
- a satisfactory SAPOL National police clearance
- a current Working with Children Check (or ability to obtain one)
- attended Safe Environments training in the past 3 years (or be willing to attend) and maintain this training
- Australian citizenship or permanent residence status
- access to a fully registered and maintained motor vehicle with a minimum third-party property insurance.

Pre-employment checks and Child Safe Environment:

All appointments require reference checks; national criminal records checks and Working with Children Check clearance. Additional training regarding the promotion of safety of children may be required.

As a child safe organisation, all staff at CFKC have an obligation to uphold the safety, rights and wellbeing of all children and promote a culture of child safety, CFKC has a zero-tolerance approach to child maltreatment, abuse and neglect.