

JOB DESCRIPTION

Job Title	Carer Recruitment Coordinator
Department	Carer Recruitment
Responsible to	Recruitment and Panel Manager
Responsible for (if applicable)	N/A

Overall Purpose and Aim of Role:

To support the recruitment of foster carers by coordinating the initial recruitment phase, training, recommendation and approval process and supporting the implementation of local marketing strategy promoting Key Assets to potential carers, adhering to Key Asset Australia's (KAA) policies, procedures and best practice guidance.

Carer Recruitment

- Provide a timely, positive, professional and customer-focused response to all enquiries received from prospective foster carers.
- Proactively follow up on prospective carer leads through the initial enquiry stages via email, SMS and other communication channels to support engagement and progression through the recruitment process
- Arrange and conduct initial visits to prospective carers within prescribed timeframes to assess their potential to foster and progress to application.
- Assess applicant information using sound judgement, following KAA values, policies, and complete required prospective carers initial visit reports to make recommendations within the ACT business plan priorities, with awareness of risks, impacts and the local and cultural needs of the region.
- Complete home safety assessments with prospective carers as required.
- Coordinate meetings and training events as required, including information sessions, pre-service carer training, ongoing carer training and activities.
- Liaise with Assessors as required by the Recruitment and Panel Manager regarding assessment documentation, including preparation of documentation for Panel submission.
- Coordinate, attend and record prospective carer application recommendation Panel sessions.

Marketing

- Support the development and implementation of local marketing strategy and recruitment activities promoting KAA to potential carers and the broader community.
- Assist with marketing, advertising and events coordination, including attendance at information sessions exhibitions, festivals and other promotional events.
- Support the Recruitment and Panel Manager in planning, monitoring and analysing the success of an annual program of events and promotional activities.
- Liaise with Recruitment and Panel Manager to develop promotional and marketing materials, adhering to KAA Brand Guidelines.
- Evaluate and report on the outcome of local recruitment and marketing activities on a regular basis.
- In consultation with the Recruitment and Panel Manager, ensure adequate supply and inventory of accurate, relevant recruitment and marketing information, materials and merchandise.
- Support culturally respectful strategies to build relationships and engage and attract First Nations Carers.

Administration

- Maintain KAA database to ensure information relating to the process of enquiry through carer application, training, assessment and approval is accurate and up to date.
- Keep performance and comprehensive written records of all contacts including all visits.

- Undertake relevant administrative functions to support carer recruitment, home visit, training, panel processes and marketing activities as required.
- Ensure all documentation, including statutory checks, references and associated forms are completed and processed within the required timeframes.
- Provide support and guidance to prospective carers with the completion of any required forms and processes.
- Support coordination and facilitation of carer training including venue setup, catering, participant communications and preparation of materials and resources.
- Attend Panel meetings as required, take minutes and prepare documentation for the Agency Decision Maker.

Other Responsibilities

- Attend and participate in all meetings relevant to the position.
- Inform Recruitment and Panel Manager or other Manager immediately of any child protection matters.
- Respond sensitively and professionally to the children, young people, carers and families with whom KAA works.
- Comply with quality and safeguarding procedures, ensuring the safeguarding of children and young people and the promotion of their wellbeing is given absolute priority in all activities.
- Communicate proactively with management, escalating risks, operational issues and emerging challenges in a timely manner to support effective decision making
- Work flexibly and to deadlines to meet the changing needs and demands of KAA work.
- Adhere to policies and procedures to achieve targets, meeting standards and maintaining high quality in carer recruitment practices.
- Travel across the ACT and region.
- Undertake training and development deemed necessary for the pursuance of the position.
- Comply with Equal Opportunities Policy and Procedure in all employment practices.
- Work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander people, people who identify as LGBTIQ+, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- Undertake other duties as requested of the position holder that is commensurate with their level of responsibility and skills.

It is the nature of work of Key Assets that tasks, and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description have to be undertaken.

PERSON SPECIFICATION

Carer Recruitment Coordinator

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge, and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable): **T**
 Assessed by Documentary Evidence: **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<u>Education/ Qualifications</u>						
• Diploma or higher qualification relevant to Community Services	Essential	✓	✓			✓
<u>Experience/ Training</u>						
• Relevant experience in working in Out of Home Care, adult education or community services						
• Relevant experience in marketing, customer relations or equivalent	Desirable	✓	✓	✓		
• Understanding and practical application of IT and electronic communications, including Microsoft Office	Essential	✓	✓	✓		
• Ability to compose clear, accurate and concise reports, emails, letters, and other communications	Essential			✓		
• Understanding of trauma informed models of care and the impact of trauma across the life span	Desirable		✓	✓		
<u>Personal Qualities</u>						
• Strong communication skills, both written and verbal, with the ability to communicate effectively with people at all levels, recognizing potential language barriers and cultural differences	Essential	✓	✓	✓		
• Ability to work on own initiative and as part of a wider team	Essential		✓	✓		
• Ability to work under pressure and manage changing priorities with reliability, flexibility and dependability	Essential	✓	✓	✓		
• Ability to think quickly and act appropriately to business need	Essential		✓	✓		
• Ability to maintain confidentiality	Essential	✓	✓	✓		
• Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a fast paced environment	Essential		✓	✓		
• Ability to work creatively in developing marketing materials and activities to promote foster care in the community	Essential		✓	✓		
• Ability to work respectfully in partnership with internal and external departments, agencies, consultants and volunteers	Essential		✓	✓		
• Ability to create/foster a positive working environment where people have the opportunity to reach their potential	Essential			✓		
• Ability to work with cultural advisors to ensure that training material and delivery methods are culturally appropriate and relevant	Essential			✓		
• Confident dealing with people in sometimes stressful or difficult situations	Essential			✓		
<u>Miscellaneous</u>						

A commitment to Equal Opportunities and WHS in all work practices	Essential		✓	✓	–	
A comprehensive working knowledge of all relevant legislation pertaining to children's services as well as publications which inform current thinking regarding best practice and the Safeguarding of children	Essential		✓	✓		
A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander people, people who identify as LGBTIAQ+, people of all ages, people with disability and people from culturally and linguistically diverse backgrounds	Essential		✓	✓		
A commitment to providing a professional and quality service	Essential			✓		
Ability and willingness to work flexibly, including early morning, evening and weekend work if/when necessary to accommodate prospective carer visits, training and marketing activities	Essential	✓	✓	✓		
Possess a full current ACT driving licence and a road-worthy, registered vehicle	Essential	✓	✓			✓
Prepared to seek advice where necessary	Essential			✓		
Willing to undertake relevant statutory and personal reference checks	Essential			✓		

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	