

JOB DESCRIPTION

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

Overall Purpose and Aim of Role: To contribute to the recruitment process of prospective foster carers with regard to recruiting, assessing and training them, whilst delivering excellent customer service at all times. To be responsible for developing/maintaining recruitment and marketing strategies to assist in the delivery of an effective foster carer recruitment strategy through assisting with the initial carer assessment processes and undertaking a range of marketing activities in consultation with the Recruitment & Panel Manager

Recruitment Activities

- To provide a timely, positive, professional and customer focused response to all initial enquiries received from prospective foster carers. To take a positive sales/customer orientated response to initial enquiries and ensure every effort is made to make contact with prospective foster carers within the time limit stipulated.
- To arrange and conduct where agreed, initial visits to prospective foster carers to assess their potential to foster within a maximum time span of 3-5 days from completion of the call back.
- To complete the recruitment phase of the carer selection process in line with regulations, Key Assets' policies and procedures and best practice guidance and deliver this to an agreed quality and time standard to the Recruitment and Panel Manager.
- To ensure that the timely completion of detailed reports within 24-48 hours of the home visit, and that recommendations reflect the regions commercial and business plan priorities, and is sensitive to the regional, local and cultural needs of the marketplace. This will also involve working closely with immediate and related colleagues.
- To be responsible for the active and timely risk assessment of prospective carers using the initial information gathered, sharing this with the Recruitment & Panel Manager and agreeing what further action will be required during the recruitment phase of the carer recruitment process.
- To ensure that the timely response to enquiries and the completion of the recruitment phase of the carer recruitment process reflects the regions commercial and business plan priorities, informs the marketing plan and is sensitive to the local and cultural needs of the marketplace.
- As a member of the team, you will contribute to and learn from the best practice and continue to develop the efficient customer focused experience of the operation of the carer recruitment process. This will include providing feedback to and receiving comments from other stakeholders in the carer marketing, recruitment, assessment, panel, approval and induction process.
- To liaise with the Recruitment and Panel Manager to ensure that the Key Assets' recruitment strategy meets and informs the corporate requirements at local and national levels.
- Work with the Recruitment and Panel Manager to develop and implement marketing activities for foster carer recruitment, ensuring there is an adequate level of new foster carers to meet the requirements of the social work team.
- When appropriate assist in planning, co-ordinating, delivery and analysis of the success of local events and promotional displays, in consultation with the Recruitment and Panel Manager.

Training and Assessment

- To facilitate and deliver 'Shared Lives' Foster Carer Orientation training as required.
- To prepare 'facilitators feedback' reports following training and share with the Recruitment & Panel Manger
- To facilitate and deliver 'Child Safe Environments' training to potential foster carer applicants, approved carers and staff as required
- To facilitate and deliver and other relevant pre-approval training as required
- To action the allocation of Foster Carer Assessments following review of application information with the Recruitment & Panel Manager
- To complete foster care assessments using the Step-by-Step assessment tool as required
- To read and critique the first draft of the foster carer assessments and provide feedback and additional information requests to assessors as required

Administration

- To assist the recruitment administrator with phone and web enquiries to Key Assets and initial home visits.
- To complete, process and administer the initial phases of the recruitment process, giving all prospective foster carers a positive experience of Key Assets.
- To keep performance records and written details/records of all contacts and contact activity, including all visits.
- Participate in developing administrative systems pertaining to the position and maintaining existing systems ensuring all information is accurately recorded on the data base system.

Database

- To be responsible for the interface with administrative and IT systems and to ensure that existing systems are maintained, developed and responsive to the smooth and efficient running of the carer recruitment process.
- Accurately input information concerning prospective foster carers onto the specialist database at all stages of the process.
- Be able to utilise the database fully to obtain management information and assist the senior staff through running appropriate reports.
- To contribute to the gathering and inputting of key data in order to measure progress against key performance indicators relevant to the carer recruitment process.

Additional Duties

- Attendance and participation at all meetings relevant to the position.
- Actively working positively and professionally with internal and external partnerships to ensure high quality carer recruitment needs are met.
- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively

- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post 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 and have to be undertaken.

PERSON SPECIFICATION
Recruitment Coordinator – Foster Carer Recruitment and Marketing

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**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
Education/ Qualifications						
<ul style="list-style-type: none"> Qualifications in PR & Marketing 	Desirable		✓			✓
Experience/ Training						
<ul style="list-style-type: none"> Minimum 2 years' experience in PR & Marketing and customer relations, or similar 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> 2 years' administration experience 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of working in foster care, child care services, welfare or social care environments 	Desirable		✓	✓		
<ul style="list-style-type: none"> Experience of establishing new client groups, sales and/or customer service 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to demonstrate customer relationship experience 	Essential		✓	✓		
<ul style="list-style-type: none"> Experience of working with and an understanding of the practical application of customer databases 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of developing marketing materials 	Desirable		✓	✓		
<ul style="list-style-type: none"> Experience in the use of the Microsoft Office suite of products 	Essential		✓	✓		
Knowledge						
<ul style="list-style-type: none"> Knowledge of recruitment and marketing strategies 	Essential		✓	✓		
<ul style="list-style-type: none"> Knowledge of foster care and the out of home care sector 	Desirable		✓	✓		
<ul style="list-style-type: none"> Knowledge of the Foster Carer Recruitment process from generating enquiries to approval 	Desirable		✓	✓		
<ul style="list-style-type: none"> Knowledge of management information systems and related I.T. functions 	Essential		✓	✓		
Personal Qualities						
<ul style="list-style-type: none"> Ability to communicate simply and effectively, both verbal and written, with people at all levels 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work as part of a team 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work under minimal supervision, to make decisions and act on own initiative 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work under pressure and handle changing priorities 	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<ul style="list-style-type: none"> Reliable, flexible and dependable 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to work in partnership with internal and external departments and agents/consultants 	Essential			✓		
<ul style="list-style-type: none"> Ability to maintain confidentiality 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Ability to work with others in remote locations 	Essential		✓	✓		
Miscellaneous						
<ul style="list-style-type: none"> A commitment to Equal Opportunities in all work practices 	Essential		✓	✓		
<ul style="list-style-type: none"> A commitment to providing a professional and quality service 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability and willingness to travel extensively nationally (and occasionally internationally), including frequent residing away from home when needed or necessary 	Essential			✓		
<ul style="list-style-type: none"> Ability and willingness to work flexibly including weekend, early morning and evening work as necessary and attend recruitment and PR events, meetings and training sessions 	Essential			✓		
<ul style="list-style-type: none"> Must possess a full clean open driving licence 	Essential	✓	✓			✓
<ul style="list-style-type: none"> To be confident dealing with people in sometimes stressful/ difficult situations or remotely 	Essential			✓		
<ul style="list-style-type: none"> Willingness to undertake a Criminal Records check 	Essential			✓		
<ul style="list-style-type: none"> Be prepared to seek advice where necessary 	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.