



POSITION DESCRIPTION

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| Position Title | Team Leader - Carer Recruitment and Support |
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PURPOSE OF THE POSITION

The Permanency Support Program (PSP) provides multidisciplinary case management and support for Aboriginal children and young people, and their foster carers as part of an integrated service response.

The Carer Recruitment and Support Team Leader, will successfully coordinate a team of Permanency Support Workers (PSW) responsible for recruiting and assessing applicants who wish to be Foster Carers for SCMSAC.

Recruitment, training and assessment of a pool of foster carers is also an essential part of the Carer Recruitment and Support Team Leader position.

KEY RESPONSIBILITIES & DUTIES

- Provide formal and informal support to a team of PSP staff in line with SCMSAC Support and Supervision Policy
- Develop the skills and capacity of staff through external and on the job training, including mentorship
- Coordinate and conduct regular team meetings, keeping accurate records and meeting minutes
- Ensure the completion of all relevant documents and records for potential Carers within the given time frames and all other paperwork relevant to the role in line with organisational policies and procedures
- Initiate and undertake carer recruitment and training
- Undertake and allocate comprehensive assessments of Foster Carers for authorisation suitability
- Coordinate and monitor Carer Reviews
- Support the process of identifying respite options and carer suitability
- Coordinate a Carer contact Schedule to ensure Carers are offered support and opportunity for feedback
- Coordinate the preparation and distribution of a quarterly Carer Newsletter and contribution to Dhurambalink
- Liaise with the PSP Manager to ensure carers are supported and remain strongly connected with SCMSAC where applicable
- Undertake assessment of foster carer's background checks as identified
- Review existing foster care placement compliance as required
- Update and maintain the Carer register in collaboration with Intake and Compliance
- Monitor the Community Data Solutions (CDS) database, Power-BI Dashboards and prepare reports, including contracting reports, to inform action plans
- Foster teamwork, goodwill and cooperation throughout teams
- Participate in an on call rotational roster
- Ensure reporting of notifiable events are handled consistent with SCMSAC Policies and Procedures

- Contribute to The Office of the Children’s Guardian accreditation procedures and coordinate file audit processes
- Ensure the implementation of all responsibilities details in the SCMSAC Child Protection Policy by ensuring staff and carers are aware of their responsibilities
- Take all necessary steps to ensure children and young people in the program are protected supported and safe from abuse
- Understanding of and capacity to implement EEO, WH&S, ethical practice and principles of a culturally diverse society
- In conjunction with PSP Managers, assist with responses to complaints and reportable conduct matters
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO or delegate

KEY PERFORMANCE AREAS

- Leadership and Management
- Records Management
- Data Collection and Reporting
- Stakeholder Engagement and Collaboration
- Enquires and Complaints Resolution
- Continuous Quality Improvement, Risk Management and WHS

KEY COMPETENCIES

Qualifications, Knowledge and Experience

Essential

- Minimum Certificate IV qualifications in Welfare, Community Services or related fields, and demonstrated experience in these sectors
- Demonstrated knowledge and understanding of the issues affecting Aboriginal communities, families and children specifically in relation to the placement of Aboriginal children and young people in care
- Proficiency in report writing and demonstrated ability to develop, organise and maintain records and reports in a timely manner, with attention to detail
- Experience working with children, adolescents, families and communities
- Experience as a Team Leader or Supervisor and the ability to lead and motivate a team, set goals and monitor performance
- Demonstrated computer skills and literacy
- Knowledge and understanding of the Children and Young Person (Care and Protection) Act 1998 and the ability to develop an understanding of the NSW Children’s Guardian OOHG Standards
- Clear Working with Children, Police History Check and Working with Vulnerable People Check
- Current Drivers Licence

Desirable

- Aboriginality*
- Vocational qualifications in Frontline Management or willingness to obtain

PERSONAL QUALITIES AND ATTRIBUTES

- Effective time management skills and the ability to work to strict deadlines
- Excellent verbal communication skills and interpersonal skills with the ability to exercise these in a team environment
- Demonstrates flexibility and initiative in the workplace
- Effective conflict resolutions skills, negotiation, mediation and decision-making skills

RELATIONSHIPS

| With | Purpose |
|--------------------------------------|--|
| CEO | The CEO may make day to day requests for support and information from the Team Leader. |
| PSP Executive Officer | The Team Leader may receive guidance and direction from the Executive Officer – PSP. |
| PSP Manager | The Manager PSP is the first point of contact for the overall direction of work and will provide support to the Team Leader. |
| Managers, Team Leaders and Employees | The Team Leader will interact closely with employees, Team Leaders to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice and feedback. |
| Permanency Support Workers (PSW) | The Team Leader is responsible for overseeing the direction of work and will provide support and supervision to a team of PSW's. The Team Leader will interact closely with all staff to develop and maintain effective working relationships, collaborate on matters, exchange information and provide advice & feedback. |
| External Stakeholders | The Team Leader will develop and maintain strong connections with external stakeholders such as DCJ, other agencies and organisations. |

FINANCIAL DELEGATION

This role may encompass a Financial Delegation, being the authority to approve expenditures or enter into financial commitments on behalf of SCMSAC. It is a responsibility of this role to operate within SCMSAC policy, delegations and guidelines when approving expenditures and entering into financial commitments. For more information see GUI-00-GOV-Delegation of Authority.

EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

Employee signature

Date

Signed and approved on behalf of SCMSAC

Date

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*