

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Carer Recruitment & Support Caseworker	<b>2. ORGANISATION LOCATION</b> Hunter Manning	<b>3. PERFORMANCE MANAGER</b> Carer Recruitment & Support Manager
<b>4. POSITION CATEGORY</b> SCHADS Award	<b>5. CLASSIFICATION</b> Level 4	<b>6. POSITION STATUS</b> Permanent, Full Time
<b>7. POSITION SUMMARY</b> <p>To undertake recruitment, review, education and engagement of carers to assist in ensuring suitable safe homes for life are available for children and young people in the CatholicCare Permanency Support Program (formally OOHC).</p>		
<b>8. PERSONAL ATTRIBUTES / SELECTION CRITERIA</b> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A degree in Social Welfare, Social Work or Psychology and/or equivalent experience in the delivery and management of OOHC.</li> <li>• Demonstrated ability to work autonomously, manage time effectively and concurrently meet the needs of the program and various stakeholders in the OOHC system.</li> <li>• Highly developed interpersonal, reflective practice and analytical skills.</li> <li>• Demonstrated knowledge of and commitment to implement good record keeping and report writing practices, with sufficient computer skill to support this.</li> <li>• Sound understanding of child development, the impact of trauma and current child protection legislation.</li> <li>• Experience in providing individual support, and ability to use creative and flexible approaches to meet the needs of Authorised Carers.</li> <li>• Ability to deliver training and other presentations to groups to a high standard.</li> <li>• Willingness to work outside of business hours.</li> <li>• Current driver licence and use of own vehicle with comprehensive car insurance.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in conducting carer assessments.</li> <li>• Professional experience in casework, Child Protection and Out Of Home Care.</li> <li>• Experience and skills working directly with carers.</li> </ul>		
<b>9. QUALIFICATIONS/LICENCES</b> <ul style="list-style-type: none"> <li>• Tertiary qualifications in the social or behavioural sciences or a related discipline.</li> </ul>		

<b>10. ORGANISATIONAL ENVIRONMENT</b> <p>CatholicCare is a not for profit provider of a range of whole of life services to individuals, families, and groups as agencies of the Catholic Diocese of Maitland-Newcastle. All staff are required to work within the ethos of the Catholic Church. All team members work within a care team model to support the development of a permanent safe home for life for children, young people &amp; families.</p>
<b>11. MISSION - VISION – VALUES</b> <p style="text-align: center;"><b><i>Our Mission...</i></b></p> <p style="text-align: center;"><i>CatholicCare Hunter Manning listens and responds by working together with communities to build a stronger, fairer and kinder society that values children, young people, families and individuals. Through Christ's mission we seek to provide opportunities for people to 'have life and have it to the full'.</i></p>

**Our Vision...**

*For inclusive, just and strong communities. We nurture, respect and encourage strong relationships where the individuality and strengths of each person are respected, valued and celebrated.*

**Our Values...**

*Innovation – we continually challenge ourselves to consider all creative options*

*Acknowledging – our feelings and actions; we acknowledge our circumstances and choose to respond respectfully; we take responsibility for our behaviour*

*Learning and improving – we all bring skills and practice knowledge that we share to achieve continuous improvement*

*Inspiring – we encourage each other to reach our full potential*

All staff of CatholicCare must have a commitment to the Vision, Mission and Values of our organisation.

12. Key Performance Area	Key Tasks	Performance Indicators
Recruitment and transition of authorised carers.	<ul style="list-style-type: none"> <li>• Coordinate recruitment and transfer of suitable authorised carers as per the recruitment policy</li> <li>• Monitor currency of public recruitment/transfer information and advise manager of updates required</li> <li>• Provide prospective carers with accurate information about the program, children’s needs and carer conditions of authorisation</li> <li>• Provide authorised carers wishing to transfer to CatholicCare accurate information about the program and carer conditions of authorisation</li> <li>• Respond to initial enquiries from prospective carers quickly and accurately</li> <li>• Facilitate information Sessions and the delivery of “Shared Stories” initial carer training</li> <li>• Undertake sufficient assessment of prospective or transferring carers and household (using the Step by Step assessment tool or other tools as appropriate) to provide informed recommendation to manager’s panel about suitability to be authorised by CatholicCare</li> <li>• Conduct and manage background checks thoroughly and accurately.</li> <li>• Keep accurate records of all interactions, assessments and</li> </ul>	<ul style="list-style-type: none"> <li>• Prospective and transferring carers are taken through a consistent quality process</li> <li>• Information available to the public is accurate</li> <li>• Prospective or transferring authorised carers are given sufficient accurate information to make a timely informed decision about becoming authorised carers</li> <li>• All enquiries are responded to within 24 hours.</li> <li>• Team member contributes to delivery of these sessions equitably with other team members</li> <li>• Panel manager’s feedback that assessment and recommendations are of high quality</li> <li>• All background checks necessary to determine safety of household for children in care are undertaken. At a minimum this includes the checks required by the assessment tools, legislation and CatholicCare policies and procedures in a timely manner.</li> <li>• Audits undertaken reflect up to date records of sufficient quality and quantity</li> </ul>

	<p>decisions for easy reference by others as necessary</p> <ul style="list-style-type: none"> <li>Respond to specific recruitment needs of casework teams</li> </ul>	<ul style="list-style-type: none"> <li>Specific recruitment is undertaken in an agreed timeframe</li> </ul>
Ongoing review of carers	<ul style="list-style-type: none"> <li>Participate &amp; support care team meetings.</li> <li>Regularly, and as necessary, review all carers as understanding and meeting carer authorisation conditions</li> <li>Undertake sufficient assessment and review of authorised carers to provide informed recommendation to manager(s) about suitability to continue authorisation</li> <li>Identified issues in individual or group carer practice are addressed and monitored through a variety of suitable means</li> <li>Carers with any actual or alleged practice issues that may significantly and negatively impact the safety, welfare and wellbeing of a child, are responded to according to CatholicCare and Diocesan policies and procedures</li> <li>Monitor &amp; support wellbeing of all carers through engaging in activities and consultation with carers &amp; care team</li> <li>Ensure mandatory training is identified and attended</li> <li>Keep accurate records of all interactions, assessments and decisions for easy reference by others as necessary</li> <li>Ensure Carer Register updated accurately for all carers and adult household members.</li> </ul>	<ul style="list-style-type: none"> <li>Carer team meeting actions are completed.</li> <li>Audits undertaken confirm that all carers have been reviewed at a minimum of at - - least once in previous 12 months, <ul style="list-style-type: none"> <li>- at conclusion of any AIC or ADT matters,</li> <li>- at conclusion of unplanned placement breakdown and request to continue caring, and prior to authorisation expiring and conditions are met</li> </ul> </li> <li>Managers feedback that carer reviews and recommendation reasoning is of high quality</li> <li>Audits identify carer practice issues are addressed in a timely manner, or immediately where required, unless referral back to the casework team is the most appropriate response.</li> <li>Audits identify practice adheres to policies and procedures</li> <li>Carer training records reflect all carers are up-to-date with mandatory training</li> <li>Audits undertaken reflect records are of sufficient quality and quantity</li> </ul>
Ongoing engagement with authorised carers	<ul style="list-style-type: none"> <li>Provide a variety of effective <u>direct</u> support activities and options to all carers and relevant household members to meet the psychological needs of carer households and build independent capacity including: <ul style="list-style-type: none"> <li>- individual crisis intervention for carers by phone or in person</li> <li>- ongoing support for carers by phone or in person</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Carer feedback confirms that at least one support option meets their needs</li> <li>Team feedback identifies that carer support options are effective, diverse and efficient.</li> <li>Individualised carer support activities match referrals and are</li> </ul>

	<ul style="list-style-type: none"> <li>- support for carers in Allegations in Care and Child Protection investigations as required</li> <li>• Provide a variety of effective <u>indirect</u> support activities and options to all carers and relevant household members to build independent capacity including: <ul style="list-style-type: none"> <li>- establishment of peer support groups based on locale or similar demographics</li> <li>- one-on-one peer carer support</li> <li>- development of support resources</li> </ul> </li> <li>• Undertake support as requested by casework team to support placements and casework</li> <li>• Make necessary referrals to appropriate external support services in consultation with casework staff, when unable to meet support needs internally</li> <li>• Coordinate events and opportunities to recognise carers and carer households internally and in the community</li> <li>• Design and delivery of additional educational sessions and resources to support best practice in a wide cross of carer household needs</li> <li>• Monitor currency of CatholicCare Carer Handbook and advise manager of changes required.</li> </ul>	<p>reflected in records in a timely manner.</p> <ul style="list-style-type: none"> <li>• Several independent carer peer support groups are available for carers to access and run independently from staff.</li> <li>• Audits reflect external referrals have been made when necessary</li> <li>• Events are attended by at least 30% of carer households. Carers and staff report activities are engaging and encouraging.</li> <li>• Management feedback that educational sessions and resources support best practice in carers and are supportive of placements</li> <li>• Carer Handbook is accurate, user friendly and reviewed at least annually.</li> </ul>
<p>Placement Referrals</p> <p>Fee for service assessments (as required)</p>	<ul style="list-style-type: none"> <li>• Respond to placement requests through FACS &amp; Referral Management System</li> <li>• Provide suitable placement options for children in care according to carer and program capacity, and placement matching considerations</li> <li>• Provide Managers with sufficient information to best allocate and support new placements, in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Placement referrals are responded to in line with Community Services and CatholicCare requirements.</li> <li>• Placements are identified to be the best match available for either restoration or permanent care through guardianship or open adoption.</li> <li>• Proposed placements outside of existing funded vacancies are referred to management for approval.</li> <li>• Managers receive new placement advice on the day of placement being made</li> <li>• All relevant referral acceptance correspondence is on the CatholicCare OOHC system</li> </ul>

		within one business day of a placement being made.
General	<ul style="list-style-type: none"> <li>Abide by all CatholicCare and Diocesan policies and procedures, including mandatory reporting legislation and Diocesan Child Protection Policy.</li> <li>Participate in organisational events, development and strategic planning activities.</li> <li>Participate in internal and external meetings in a manner which contributes to the positive development of the program.</li> <li>Provide information on program services and community supports as required.</li> <li>Actively engage in professional supervision, individual work programming, performance planning and professional development opportunities.</li> <li>Working collaboratively with colleagues and management.</li> <li>Utilise self-care strategies.</li> <li>Maintain own professional practice &amp; awareness of current research in practice.</li> <li>Maintain up-to-date knowledge of, and promote, WHS best practice as per legislation, policies and procedures.</li> <li>Participate in team recruitment and orientation.</li> <li>Other duties within the scope of the position that may be assigned from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>Interpersonal communications and professional behaviour reflect organisational expectations as per the Code of Behaviour.</li> <li>Information is provided to relevant bodies regarding children at risk in a timely manner.</li> <li>Relevant meetings and events attended.</li> <li>Team member practices a positive working relationship with colleagues.</li> <li>WHS best practice is promoted in the workplace.</li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>Maintain absolute confidentiality at all times in relation to the clients and the operation of the service.</li> </ul>	<ul style="list-style-type: none"> <li>Confidentiality is maintained in regards to clients, team and service operations.</li> </ul>

### 13. LEVEL OF DECISION MAKING

#### Decisions that are made by Carer Recruitment and Support staff without referral:

- Use of an appropriate assessment tool.
- Activities undertaken to build rapport, assess or address needs of carers during recruitment and review contact.
- Educational strategies to use/suggest with carers to build capacity.
- Time management and planning of workload tasks (within pre-determined time frames).
- Use of Mandatory Reporter Guide (MRG) and reporting to Helpline.
- Acceptance or decline of placement referrals within funded vacancies

#### Decisions that are made by Carer Recruitment and Support staff after consultation with Manager (s)

- Frequency of initial carer training and other educational opportunities to be undertake within the budgetary limits.
- Activities and events to be undertaken within the budgetary limits.
- Referrals made to CatholicCare Permanency Support Specialist Support staff.
- Referral made to external service providers within budgetary limits.
- Placing an assessment on hold when it is not supported by the prospective carer.

#### Decisions that are referred to the Manager

- Acceptance or decline of referrals for Carer Support Services
- Acceptance of placement referrals
- Time allocated to referrals
- Working outside of business hours or contracted hours
- Authorisation or de-authorisation of carers via recommendation.
- Continuance or changes to authorisations post review or assessment.
- Any decision that has a significant and/or potential impact on the program or CatholicCare.
- Any decision that has a significant and/or potential impact on any person relating to a child or young person in care.

### 14. SIGNIFICANT CHALLENGES

What?	Why?
Recruitment & Support of a sufficient pool of quality carers who adhere to CatholicCare Permanency Support program authorisation conditions.	Caring for another person's child in the complex Permanency Support Program can be a challenge for many carers to navigate at times.
Managing the support needs of a carer whilst ensuring that a child's needs are still being met.	Though the carer is the client, a child's needs are the focus of the Permanency Support Program and all areas of work must meet accredited standard.

### 15. EMPLOYMENT CONDITIONS

#### Performance Management

Performance agreement bi-annually with appraisal and reviews

#### Reward & Recognition

Educational and development opportunities negotiated bi-annually

#### Remuneration

Agreed salary and conditions comparable to industry standards and level of responsibility. Provision of mobile for work calls. Access to salary packaging.

## 16. LEGISLATION & CATHOLIC CARE POLICY

Occupants must:

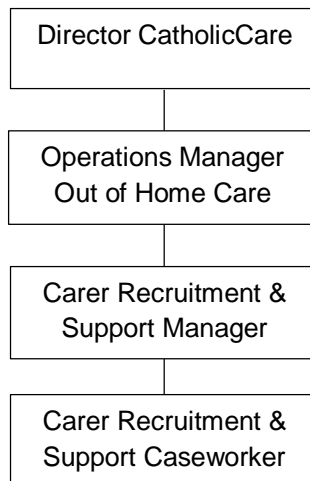
- have a current drivers licence;
- Undertake a National Police check, hold a current Working with Children Check, complete a health declaration, and have the right to work in Australia.
- abide by the laws of the Commonwealth of Australia and NSW and the policies of the Diocese. Any criminal or civil action taken against the occupant must be reported immediately to the Vice Chancellor - Administration;
- take reasonable action to familiarise himself/herself with Diocesan policies and procedures;
- not take advantage of their role in the Diocese for personal gain;
- take responsibility for their personal safety and the wellbeing of other employees, clients, contractors and other visitors to the Diocese;
- be familiar with, and observe, Diocesan policy and procedures on Equity and Diversity and Workplace Health and Safety in the performance of the responsibilities of the position; and
- advise your supervisor of any real or perceived conflict of interest.

## 17. EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Display a commitment to the Mission, Vision & Values of CatholicCare
- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisational performance by seeking ways to continually improve
- Deal with residents/clients in a correct manner
- Attend staff meetings and compulsory education when required
- Maintain confidentiality and exercise discretion in relation to all CatholicCare matters and personal information concerning colleagues and residents / clients.

## 18. ORGANISATIONAL CHART - Main functional links



## 19. ACCEPTANCE:

OCCUPANT SIGNATURE

OCCUPANT NAME

DATE

**P.D Last Reviewed** 07 September 2017

**Next Review is due on** 30 September 2018