

JOB DESCRIPTION

Click here to enter text. **Carer Engagement and Support
Consultant (Permanency Support Program)**

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for contributing to the development of the Permanency Support Program (PSP) carer engagement and support, within current and transformational sector permanency and restoration reforms. This role is key in engaging, enlivening and supporting Uniting's PSP carers and support services for carers. Members of the Uniting team in this role will relate to carers in the PSP framework with strong messages about restoration, connection with family and short term placement principles. This role will enable carer capability by enabling networking, training and connecting carers with the Uniting team and child focused principles. .

ROLE KEY ACCOUNTABILITIES

- Works consistently and keeping with WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Use industry best practice to facilitate and co-ordinate support group activities connecting carers.
- Works closely with the Coordinator and the casework team to provide best practice support for foster carers.

- Provide informal and formal therapeutic interventions for groups and individuals to support foster carers and the creation of foster carer networks.
- Demonstrate respect for the rights, values, customs, spiritual beliefs and practices of individuals and ensure these needs are met.
- Apply the Aboriginal service delivery principles as appropriate.
- Takes responsibility for high quality service provision.
- Works collaboratively and flexibly with external experts and Uniting colleagues to accredit carers.

As the Carer Engagement Support consultant PSP , your role specifically will:

- Builds strong links with carers and between carers enabling carer support and support networks.
- Produce the highest quality re-assessments, assessments reports (as required) and annual reviews proactively linking carers education and training options to improve their skills.
- Accept, manage and register (Carelink) carer inquiries to welcome people interested in becoming carers.
- Support carers through transitions (first placements, types of placement, entry and exit) via tailored plans or finishing as a carer through exit interviews and acknowledgement as appropriate.
- Provide information and training on the carer role to potential foster carers including Shared Lives training.
- Facilitation of discussion groups to support carers, provide information and enable them to share experience and skills.
- Assist carers through challenging periods (including investigations) providing counselling and support or joint support with the casework team when appropriate. (This may include Lifestory work with the Child or Young person).
- Coordinating and organising recognition and celebration activities for carers.
- Taking the primary responsibility for matching placements with carers.
- Meet compliance requirements for PSP support services including maintenance of necessary assessment data entry on the carer register.
- Oversee and participate in the PSP After Hours Emergency roster so that all duty of care requirements for children, young people and carers.
- Participate in (as directed) agency wide responses to PSP sector initiatives, policy and legislative development with FACS, ACWA and other relevant government or non-government organisations.
- Work collaboratively with Uniting's marketing and 1800 team to manage carer inquiries proactively.
- Work flexibly within your team as required to cover all aspects of carer support.
- Contribute to the implementation of Uniting's quality management system including policies, processes, systems and platforms (including technology) so as to ensure best practice and efficiency of the Carer Support team.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Children, Youth and Families
You'll report to: Coordinator Carer Support

YOUR KEY CAPABILITIES

Understanding the customers needs

- Engage effectively with individuals and families, explaining the program, their role and the rationale for the engagement.
 - Display advanced assessment skills to elicit the necessary information and data required.
 - Understand and mobilise partnerships with other programs, providers and agencies to secure the services/support for carers required.
 - Adhere to professional ethical boundaries and Uniting practice policies and procedures.
 - Demonstrate proficiency in a range of computer skills required at Uniting (eg sharepoint, office suite, intranet, etc).
 - Identify indicators of stress in carers and provide proactive strategies to prevent the need for crisis intervention.
 - Document accurate, comprehensive, well constructed and professional case notes and reports.
 - Confidently maintains a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
-

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a social work, social sciences, or equivalent industry experience.

Experience:

- This role requires 2 or more years' experience, including experience working in the PSP. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined.
- Demonstrate a sound understanding of the issues impacting on children, young people, and their families involved in the care system.
- Demonstrate a sound understanding of the issues impacting the support and recruitment of foster carers.
- Demonstrated ability to translate identified needs into responsive outcome focused services.
- Sound assessment skills.
- Demonstrated ability to initiate, plan, and evaluate projects and services
- Outstanding communication skills, including excellent verbal and written communication skills.
- Demonstrated experience assessing carers and supporting carers.
- Sound knowledge of the Children and Young Persons (Care & Protection) Act, 1998
- Sound knowledge of the NSW Child Safe Standards for Permanent Care (November 2015)
- Current NSW Driver's Licence.
- A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged.

Even better:

- Knowledge of trauma and strengths-based practices.
- Substantial experience in family preservation or restoration.
- Qualifications in Lifestory therapy.
- Skills in facilitating groups.
- Publications in the Out of Home Care/PSP or Child Protection fields.
- Research knowledge and skills in the child welfare area.

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	