

JOB DESCRIPTION

Coordinator Carer Engagement and Support (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 supporting Uniting's PSP group to change the way we think about engaging and supporting our valued carers. In addition to coordinating external assessment relationships, budget items and reporting of activities within the Carer Support team, the role will plan and coordinate key processes within the Carer Support team, work closely with other PSP leaders to lead culture and performance, and prepare regular management reports.

ROLE KEY ACCOUNTABILITIES

- Provide consistent and visible leadership in 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.
- Works closely with the Manager Carer Support to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.

- Takes responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
- Contributes to the development and evaluation of changes and improvements to the services provided by the PSP team and ensures that changes support the viability of Uniting.
- Confidently establishes and 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.

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

- Responsible for meeting performance targets for; carer attraction/enquiries, engagement, assessment (in-house and contracted), training, child/young person placement, annual reviews, critical incident management and ongoing development of a high level of carer wellbeing and a local carer community.
- Oversees the management of carer recruitment activities such as promotion, enquiries, training, assessment, contracted assessment services and support activities for carers in their region and maintains clear systems to report and document progress within Uniting and externally to Government.
- Leads the regional carer support team in positive and proactive approaches providing ongoing training and support to carers assisting children and young people in connecting and maintaining relationships with their birth family.
- Manage carer recruitment effectively, oversee the quality of brokered (outsourced) assessments to ensure compliance and manage internal resources to complete assessments and reassessments of carers
- Co-ordinate reports for authorization panels including review of supporting documents pre and post panel to consider the authorisation or de-authorisation of foster carers.
- Lead the PSP Regional Carer Support team in the adherence to, and maintenance of, best practice procedures, processes and timeframes regarding carer recruitment, carer support, carer assessment and carer training.
- Leads the Carer Support Team to deliver high quality services proactively establishing connections between Uniting and carers and enabling networking and a sense of community to be developed between carers.
- Ensure Uniting's carer support services and carers maintain compliance with all necessary legislation and guidelines, including maintenance of the carer register and ensure the register is up to date and accurate.
- In partnership with other PSP leaders, perform risk assessments to mitigate duty of care risks.
- Ensure Carelink is up to date and run reports as required. Critically review data and advise the Manager of opportunities for improvement, areas of risk etc.
- Oversee and participate in the PSP After Hours Emergency roster so that all duty of care requirements for children, young people and carers are met and staff are supported and advised in crisis after hours situations.
- 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.
- Develop and communicate clear and simple schedules and plans, assigning responsibility for tasks in a way that the team can understand and follow.
- Demonstrates cultural competence with strong and positive relationships with employees and carers who are Aboriginal, CALD or identify as part of the LGBTI communities.

- Identify opportunities for enhanced service delivery through collaboration, working with the Manager Carer Support, PSP Managers, caseworkers, Practice Lead and Service Effectiveness Specialist to deliver integrated PSP services.
- After consultation, you'll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required.
- 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: Manager Carer Support

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** – Aligns the teams resources and talent to organisational priorities.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Delivers performance through others

- **Develops and communicates** – clear and simple schedules and plans, assigning responsibility for tasks in a way that the team can understand and follow.
 - **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
 - **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available
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YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

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

Experience:

- This is a supervisory role, typically requiring 2 or more years' experience, including experience supervising a small team. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined.

- Demonstrate a sound understanding of the issues and key NSW reforms (eg permanency and restoration) 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 coordinate and manage the team's deliverables and individual performance to meet outputs as directed.
- Superior assessment skills.
- Demonstrated ability to lead, support and develop staff.
- Demonstrated leadership and people management skills including the ability to develop a motivated, cohesive team.
- Demonstrated skills in the management of PSP carer support services including;
 - Quality assurance systems
 - Finance and physical resources
 - Administration
 - External stakeholder relations
 - Contract management
- Experience in PSP/ Out of Home Care.
- Excellent verbal and written communication skills.
- 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.
- Publications in the Out of Home Care/PSP or Child Protection fields.
- Research knowledge and skills in the child welfare area
- Tertiary management qualifications

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