

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Recruitment and Retention Worker</b>
<b>CLASSIFICATION LEVEL</b>	<b>Level 4 (<i>salary packaging available</i>)</b>
<b>PROGRAM</b>	<b>Foster Care Services</b>

### OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ+) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds. Lutheran Care supports a gender inclusive work environment and adheres to White Ribbon workplace practices.

Our Foster Care Service (FCS) is funded through the Department for Child Protection (DCP) to provide family based foster care services in the SA Metropolitan North, South, West, and East, the Adelaide Hills, the Barossa, Fleurieu Peninsula and the Murray/Mallee regions.

### ROLE SUMMARY

The aims and objectives of this role are to develop and implement recruitment and retention strategies that attract foster carer applicants and retain foster carers across the service regions.

### REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Recruitment and Retention Worker reports to the Engagement Coordinator– Foster Care Services., and works closely with the Family Engagement Worker and foster care teams.

## SPECIAL CONDITIONS

The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check prior to being employed. Further conditions of employment are as follows:

- Hold a current Provide First Aid certificate
- Have a current Safe Environments for Children & Young People certificate
- Hold a current and satisfactory NDIS worker check
- The successful applicant will provide a current COVID-19 vaccination certificate prior to commencement
- Hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use.
- Have the flexibility to work regular evenings and weekends.

## CORE BEHAVIOURS/RESPONSIBILITIES

<b>ROLE:</b>	<b>RESPONSIBILITIES AND DUTIES:</b>
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"><li>▪ Model ethical behaviour and practice consistent with the ethos of LC as outlined in the Code of Conduct and stated values.</li><li>▪ Adhere to and support LC's policies and procedures.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li><li>▪ Support LC's senior management teams' decisions and ensure that instructions are carried out.</li><li>▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li><li>▪ Lead and actively participate in regular team meetings and forums as required.</li><li>▪ Report to the supervisor as required.</li></ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"><li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li><li>▪ Promote and adhere to LC's Work Health and Safety guidelines.</li></ul>

<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Manage all functions and activities in line with funding contracts.</li> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> <li>▪ Work within established or negotiated financial and time constraints.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Contribute to the delivery of high quality services.</li> <li>▪ Understand and support continuous quality improvement at LC.</li> </ul>

### **CORE BEHAVIOURS/RESPONSIBILITIES**

<b>ROLE</b>	<b>RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:</b>
<b>Foster Care Service promotion and marketing</b>	<ul style="list-style-type: none"> <li>▪ Work in conjunction with leadership, foster carers, foster care services staff, LC Communications team and Department for Child Protection; to ensure a coordinated approach to recruitment and retention of foster carers.</li> <li>▪ Develop and implement recruitment and retention strategies that attract foster carer applicants and retain foster carers across the service regions.</li> <li>▪ Engage the use of multimedia platforms to connect with new demographic pools.</li> <li>▪ Maintain and expand an internet presence for LC Foster Care in collaboration with stakeholders.</li> <li>▪ Promote a positive public profile and raise current awareness of LC Foster Care Services.</li> <li>▪ Assist with the development of promotional material and resources in line with the LC Communications Guidelines for the purposes of recruiting foster carers.</li> <li>▪ Maintain existing communication channels to carers including web based applications.</li> </ul>

<b>Recruitment and Retention of Foster Carers</b>	<ul style="list-style-type: none"> <li>▪ Research best practice recruitment and retention strategies</li> <li>▪ Develop and plan strategies for the recruitment and retention of foster carers across a broad spectrum of demographics</li> <li>▪ Facilitation and coordination of activities and events related to the recruitment and retention of foster carers</li> <li>▪ Work in collaboration with stakeholders to meet recruitment standards and targets</li> <li>▪ Respond appropriately to all foster care enquiries, providing timely and clear information and assistance</li> <li>▪ Liaise with the foster care teams to ensure prompt and efficient follow up processes for enquiries and identify essential qualities of potential foster carers, current needs within the sector and remain up to date with challenges faced by current carers.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>▪ Maintain appropriate records to meet reporting requirements and inform strategy.</li> <li>▪ Assist with compiling agency and program reports as necessary.</li> <li>▪ Collect and analyse qualitative and quantitative data and statistics for marketing purposes.</li> </ul>
<b>Develop and Maintain Relationships</b>	<ul style="list-style-type: none"> <li>▪ Liaise with relevant government and non-government departments in relation to recruitment and retention of foster carers</li> <li>▪ Identify and liaise with community groups and representatives to recruit foster carers.</li> </ul>

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications

## SELECTION CRITERIA

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant tertiary qualifications or significant experience in the area of marketing and communications
- High level of interpersonal skills to communicate and engage with organisations and the public
- High capacity for relationship building and networking
- Excellent communication skills, both written and verbal
- Demonstrated experience in preparing and delivering presentations
- Experience creating engaging social media content, sharing stories that impact and advertising on social media
- Excellent organisational and time management skills
- Strong team work focus
- High level of competence in using a computer and the Microsoft suite of programs
- Knowledge of Foster Care and enthusiasm for the recruitment and retention of foster carers
- Ability to work independently, demonstrate initiative, and be proactive in finding opportunities for marketing and recruitment of carers
- Ability to set up and use technical equipment for presentations
- Experience and skill in event coordination

### ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Understanding of issues for foster carers and children in care
- Experience working with people from culturally and Linguistically Diverse (CALD) and First Nations people.
- Experience and skill in graphic design

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_

Date: \_\_\_\_\_