

## POSITION DESCRIPTION

<b>1. POSITION TITLE</b> Carer Engagement Facilitator Permanency Support Program	<b>2. ORGANISATION LOCATION</b> Hunter Manning	<b>3. PERFORMANCE MANAGER</b> Carer Recruitment and Support Manager
<b>4. POSITION CATEGORY</b> SCHADS Award	<b>5. CLASSIFICATION</b> Level 4	<b>6. POSITION STATUS</b> Permanent Part- time
<b>7. POSITION SUMMARY</b> In this role you will connect proactively & respectfully with CatholicCare Foster & Relative Carers in the Permanency Support Program's Care team to engage all parties in trauma informed care. You will support carers through their specific caring journey to achieve safe home for life through Restoration, Guardianship or Open Adoption.		
<b>8. SELECTION CRITERIA</b> <b>Essential</b> <ul style="list-style-type: none"> <li>• Qualification in Social Welfare, Social Work or Psychology, preferably at a degree level or working towards and/or equivalent experience in the delivery of OOHC or PSP.</li> <li>• Direct experience in collaboration and a commitment to a team work approach.</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 identify &amp; meet the needs of families.</li> <li>• Demonstrated ability to work autonomously, manage time effectively and concurrently meet the needs of the program.</li> <li>• Ability to implement record keeping and report writing practices in accordance with legislation with strong computer literacy.</li> <li>• Willingness to work outside of regular business hours.</li> </ul> <b>Desirable</b> <ul style="list-style-type: none"> <li>• Ability to deliver training and other presentations to groups to a high standard.</li> <li>• Demonstrated experience in conducting carer assessments.</li> <li>• Professional experience in casework, Child Protection or Out of Home Care.</li> </ul>		
<b>9. QUALIFICATIONS/LICENCES</b> <ul style="list-style-type: none"> <li>• Qualification in Social Welfare, Social Work or Psychology, preferably at a degree level or working towards and/or equivalent experience in the delivery of OOHC or PSP.</li> <li>• Current driver licence and use of own vehicle with comprehensive car insurance.</li> <li>• Current paid Working with Children Check</li> <li>• Current Provide First Aid Certificate</li> </ul>		

<b>10. ORGANISATIONAL ENVIRONMENT</b> CatholicCare is the Social Services agency of Diocese of Maitland-Newcastle. The agency works from a strengths based trauma informed care team model to support & grow opportunities for families, children and young people to engage in the community through our Mission, Vision & Values.
<b>11. MISSION - VISION – VALUES</b>  <i><b>Our Mission...</b> 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> <i><b>Our Vision...</b> 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.</i>

**Our Values...**

**Respect** – We show consideration for ourselves and others, whilst recognising each other's differences.

**Justice** - We believe in, actively seek and encourage, equality for all.

**Connection** - We are committed to developing and enhancing meaningful relationships with, and between, our communities including agencies of the Catholic Diocese of Maitland-Newcastle, funding bodies and like-minded organisations that uphold a commitment to assisting the vulnerable.

**Collaboration** - We encourage teamwork that achieves tangible outcomes through open communication, lateral thinking and positive reinforcement.

**Innovation** - We anticipate change and proactively ensure our service delivery is at the forefront of industry standards

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
<p>1. Proactive Engagement with all members of the care team to support and develop the goals of the PSP</p>	<ul style="list-style-type: none"> <li>• Connect with Carers to create household Carer Engagement &amp; Development Plans to identify each carer's strengths and areas of growth, to identify developmental goals.</li> <li>• Promote trauma informed approaches to caring for children &amp; young people.</li> <li>• Enable carer families to engage independently in community life.</li> <li>• Participate &amp; support care team meetings &amp; outcomes.</li> <li>• Support engagement between Birth families &amp; Carer families.</li> <li>• Monitor &amp; support wellbeing of all carers through engaging in activities and consultation with carers &amp; care team.</li> <li>• Support carers through periods where they may require additional emotional support.</li> <li>• Connect carers to Peer support mentors.</li> <li>• Make necessary referrals to appropriate external support services in consultation with Carers &amp; Care team.</li> <li>• Ensure carers can access well</li> </ul>	<ul style="list-style-type: none"> <li>• Care teams work collaboratively to enable carers independence.</li> <li>• Carer development plan goals are achieved upon next review.</li> <li>• Care plans identify permanency pathway.</li> <li>• Carers demonstrate they respond to children with trauma informed care.</li> <li>• Carers have developed links to independent support network and resources.</li> <li>• Carer team meeting actions are completed.</li> <li>• Case plans identify engagement between parents and carers.</li> <li>• Team feedback identifies that carer support options are effective, diverse and efficient.</li> <li>• Individualised carer support activities match referrals and are reflected in records in a timely manner.</li> <li>• Several independent carer peer support groups are available for carers to access and run independently from</li> </ul>

	<p>matched respite arrangements where required.</p> <ul style="list-style-type: none"> <li>Engage in ongoing support for carers by phone or in person.</li> <li>Provide individual crisis intervention for carers by phone or in person.</li> <li>Maintain &amp; establish Peer support groups based on locale or similar demographics.</li> <li>Initiate events and opportunities to recognise carers and carer households internally and in the community.</li> <li>Ensure carers have a plan to be able to access support post Guardianship or Open Adoption.</li> </ul>	<p>staff.</p> <ul style="list-style-type: none"> <li>Placements are identified to be the best match available for either restoration or permanent care through guardianship or open adoption.</li> <li>Management feedback that educational sessions and resources support best practice in carers and are supportive of placements</li> </ul>
<p>2. Ensure Carers ongoing adherence to legislation, Code of Conduct, Accreditation &amp; best practice.</p>	<ul style="list-style-type: none"> <li>Conduct annual carer authorisation reviews for carers in other care team locations.</li> <li>Ensure home safety standards are consistently maintained by Carers.</li> <li>Ensure mandatory training is identified, attended.</li> <li>Keep accurate records of all interactions, assessments and decisions for easy reference by others as necessary.</li> <li>Collect and maintain information regarding changes to authorised carers and adult household members to ensure NSW Carer Register &amp; CatholicCare records remain up to date.</li> <li>Identify carer training/ development needs and contribute to development of Carer training calendar.</li> <li>Deliver educational sessions and resources to support best practice.</li> <li>Monitor currency of CatholicCare Carer Handbook and advise manager of changes required.</li> <li>Identified issues in individual or group carer practice are</li> </ul>	<ul style="list-style-type: none"> <li>Carer reviews are conducted within required timeframes &amp; provide though reasoning &amp; recommendations.</li> <li>Regular home safety checks are undertaken and recorded as required.</li> <li>Participation in Carer training is recorded.</li> <li>Audits identify carer practice issues are addressed in a timely manner, or immediately where required, unless referral back to the carer team is the most appropriate response.</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> <li>Carer Handbook is accurate, user friendly and reviewed at least annually.</li> </ul>

	<p>addressed and monitored through a variety of suitable means.</p> <ul style="list-style-type: none"> <li>• Support carers through reported Allegations in Care and Child Protection investigations as required.</li> <li>• Identify &amp; respond according to CatholicCare and Diocesan policies and procedures to any actual or alleged practice issues that may impact the safety, welfare and wellbeing of a child.</li> <li>• Engage in reflective practice, seeking feedback to action changes to enhance practice of self or program.</li> </ul>	
3. 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</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 &amp; in carer homes.</li> </ul>

	<p>and procedures.</p> <ul style="list-style-type: none"> <li>Other duties within the scope of the position that may be assigned from time to time.</li> </ul>	
4. 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>

#### 15. LEVEL OF DECISION MAKING

##### Decisions that are made by Carer Engagement Facilitator without referral:

- Use of an appropriate assessment tools.
- Activities undertaken to build rapport, assess or address needs of carers.
- 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.

##### Decisions that are made by Carer Engagement Facilitator after consultation with Manager/s

- Allocation of Carer Reviews.
- Activities and events to be undertaken within the budgetary limits.
- Referrals made to CatholicCare Permanency Support Specialists.
- Referral made to external service providers within budgetary limits.
- Respite placement matching.

##### Decisions that are referred to the Manager/s

- All critical incidents as per matrix
- Working outside of business hours or contracted hours
- 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.

#### 16. SIGNIFICANT CHALLENGES

What?	Why?
Promoting benefits of change from OOHC to Permanency Support Program model to children, carers, parents & team.	Focus of program has changed to provide permanency and trauma informed care. Carers may initially have trouble accepting change is required to improve outcomes for children.
Building Carers independence and capacity to assist children to reach their potential now and into the future.	Each carer household is unique and requires an individual approach to further the children's development and meet accreditation standard.

#### 17. EMPLOYMENT CONDITIONS

All CatholicCare employees are required to participate in performance management, in accordance with our policies and procedures.

In line with our values, all CatholicCare employees are offered appropriate education and development opportunities, some of which may require compulsory attendance.

#### 18. LEGISLATION & CATHOLIC CARE POLICY

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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 polices 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.

**19. 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.

**20. ORGANISATIONAL CHART - Main functional links**



**21. SIGNATURES:**

OCCUPANT SIGNATURE

OCCUPANT NAME

DATE

P.D Last Reviewed 25/01/ 2018

Next Review is due on 25/1/2018

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