

# Information Package



## Foster Carer Recruitment, Intake and Placement Officer

Thank you for considering Veritas House as your next employer. We are a vibrant, independent, community-based not-for-profit organisation with a specific focus on supporting vulnerable children, young people and their families. Veritas currently delivers services in Permanency Support, Youth Specialist Homelessness Services (SHS), Case Work Support Services (CWSS), Targeted Family Support (TFS), Homeless Youth Assistance Program (HYAP), Supported Independent Living (SIL), Interim Care and the Premier’s Youth Initiative. The majority of our funding is provided by the Department of Communities and Justice.

This Information Package is designed to tell you more about the role, identify the selection criteria we will be using to select the right candidate, and explain the application process.

### Benefits of working with Veritas House

Veritas House is based in the Central West of NSW, with offices in Bathurst and Orange. As an organisation, we are committed to our values:

- **Relationships**

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.

- **Collaboration**

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.

- **Compassion**

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.

- **Authenticity**

We are true to ourselves and stand up for what we believe, regardless of pressure from others. We don’t try to be what we’re not, and this transparency means others know where they stand with us. Our actions are genuine and without pretense.

If you work with us, you will enjoy:

- Up to \$15,900 tax free salary packaging per annum;
- Discounted gym memberships;
- Exposure to a range of client situations that will develop your skills and allow you to work to your strengths;
- Time and support for clinical supervision;
- Additional leave after 6 months employment
- A strong, strengths-based culture that values what you do well and will work with you to grow;
- The opportunity to develop your career in an expanding service;
- The chance to make a contribution within the community you call home

If you believe you meet the selection criteria, find that our values resonate and are passionate about our mission of providing values based and child-centred care, advocacy and support in Central Western NSW, we'd like to hear from you.

## Position Advertisement

### Foster Carer Recruitment, Intake and Placement Officer

Veritas House is a vibrant not-for-profit, community-based organisation with a specific focus on supporting vulnerable children, young people & their families. Veritas currently delivers services in a range of DCJ-funded programs.

This position is part of our Permanency Support Program.

#### About the position

This vital role at Veritas is part of the change we are leading in foster carer recruitment, assessment, training and support. Finding the right people to provide care to children and young people who can no longer live with their families is such an important job.

The role is a little different to other Carer Recruitment roles - you **won't** be primarily responsible for carer assessment or carer training (including Step by Step). Instead, you **will** be focusing on recruiting the best possible carers to work with children and young people. Once carers have been approved, you will manage referrals and placement of children and young people with the most appropriate carers to meet their needs.

Reporting to the Permanency Support Operations Manager, you will be supported by:

- a dedicated Administration Officer who will assist you in all aspects of your work
- our Carer Assessor team as they assess and recommend carers to our Carer Panel
- our Carer Training, Development and Support Officer and
- our full Permanency Support Case Work team
- our Business Development and Marketing team

All employment at Veritas House is subject to a clear Working with Children Check & satisfactory National Criminal Screening.

**To apply:**

Full details of the position, including the selection criteria and information on how to apply, can be found in the Information Package on our website: [www.veritashouse.org.au](http://www.veritashouse.org.au)

**Applications close at 9.00 am on Monday 3<sup>rd</sup> April 2023**

All employment at Veritas House is subject to a clear Working with Children Check and a satisfactory Police check and appropriate vaccination against COVID-19 (currently 3 doses). You must also have appropriate working rights to apply for this role (working visas of less than 12 months will not be considered).

*Aboriginal and Torres Strait Islander people and people from a CALD background are warmly encouraged to apply.*

*We hire on merit alone and welcome the true, authentic and diverse person you are.*

*We value a team as diverse as our community! Irrespective of your culture, ethnicity, race, gender identity, age, linguistic background, religion, disability or sexual orientation – we welcome the unique contributions that you can bring to the Veritas House team, and celebrate diversity in everything that makes you, YOU!*

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## How to apply for this role

These guidelines will help you in submitting applications for vacancies with Veritas House.

The following may assist you in preparing your application:

- Carefully read through this Information Package.
- Conduct some initial research on the organisation by browsing the website and reading key resources. If required, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate, your skills and experience against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, the action you took, and a summary of the result. Keep your responses concise and in addition to your resume.
- Be aware of the closing date. If for any reason you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids) when attending interview, please discuss these with the contact person when the interview is being arranged.

## What you need to include in your application

Veritas House uses a streamlined approach to recruitment. **All applications require:**

1. A Cover Letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (listed on the last page of this document). Each selection criteria should be identified with a heading, followed by a paragraph providing examples of how you have met the criteria.
3. Resume/Curriculum Vitae (CV) that should include:
  - a. contact details including telephone number and email address
  - b. education/qualifications
  - c. an employment history summary including (for each position):
    - i. the employer
    - ii. start and finish dates
    - iii. your position/title
    - iv. your responsibilities and achievements in the position
  - d. professional registrations and/or memberships

You do not need to submit copies of your identification or qualifications. If required, these will be checked later in the recruitment process.

References do not need to be included in your application. Referees will only be contacted if required, and your permission to contact them will be sought first.

## Submitting your application

Applications should be submitted via email (by the closing date and time) to:

[employment@veritashouse.org.au](mailto:employment@veritashouse.org.au)

## Position Description

<b>Position Title:</b>	Foster Carer Recruitment, Intake and Placement Officer
<b>Reports to:</b>	PSP Operations Manager
<b>Program:</b>	Permanency Support Program
<b>Location:</b>	Bathurst
<b>Relevant Awards:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Services Employee – Level 6

### Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Minimum Diploma in Community Services or similar, with progress towards tertiary qualifications in a Human Services field eg Disabilities, Aged Care, Child Protection, Children's Services, Criminal Justice, Out of Home Care etc
- Appropriate vaccination against COVID-19

### Veritas House Vision

Our Vision is to contribute to the creation of a socially just and caring community in which every person is safe, secure and valued.

### Veritas House Values

Our core operating values influence the culture and public image of Veritas. They articulate ideals that we aspire to hold ourselves accountable for and offers guidance about how we behave in carrying out our mission.



#### Relationships

We are all connected and the way we behave towards each other matters. Showing respect, being inclusive and communicating in a kind and honest way gives everyone the opportunity to feel valued. Strong relationships lead to mutual understanding and support.



#### Collaboration

We work together to solve problems and deliver solutions. We understand that bringing people together fosters empathy, builds trust and sparks creativity. Collaboration helps us achieve our goals and the goals of the children, young people and others we work with.



#### Compassion

With an open mind, we accept people without prejudice or judgement. Compassion opens our minds to others, regardless of our differences. Compassion allows us to work in a caring, well-informed way that respects the experiences and needs of the people we work with.



#### Authenticity

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### **Primary Objective of the Position**

The Carer Recruitment, Intake and Placement Worker position is responsible for recruiting new foster carers to Veritas House. The position also coordinates and manages all referrals and placements of children and young people (aged 0-18 years) for foster care placements. The position is part of the Veritas House PSP team.

### **Your Level of Decision Making and Authority**

You are expected to:

- Act within policy and procedure
- Act under direction of the Operations Manager, Permanency Support

Decisions that are referred to your Coordinator:

- All issues that require a sign off / approval from the Operations Manager, Permanency Support or CEO;
- Issues outside of policy guidelines
- Complaints from children, young people, carers or birth families
- Requests for new business from funding bodies
- Complaints from funding bodies

### **Position-Specific Roles and Responsibilities**

Carer Recruitment:

- In collaboration with Operations Manager, coordinate and run recruitment activities
- Information exchanges with new carer candidates;
- Respond promptly and directly to foster carer enquires, according to established policies and procedures;
- Maintain carer enquiries on SRS;
- Assist Carer candidates through the recruitment process and ensure all questions or concerns are resolved in a timely manner;
- Conduct probity checks for new carers;
- Coordinate Carer assessments with internal assessors;
- Ensure all documentation, including consent to probity checks for carers and relevant household members, are completed without delay at the appropriate time in accordance with the recruitment and assessment process;
- Be part of our Carer Assessment Panel and action administration tasks;
- Develop and use an enhanced "Carer Activity Report" for reporting on recruitment and placement data to the Operations Manager, CEO and DCJ;

Intake and Placement:

- Provide timely responses to placement and transfer requests;
- Coordination of intake for new entries into care including coordination/participation in associated meetings and information dissemination;
- Provide child-centered responses to referrals including placement offers that are conducive with the strengths and needs of carers;
- Facilitate placement planning discussions with all relevant parties;
- Placement management for respite and emergency care;
- Coordination of external respites;
- Maintenance of carer capacity on SRS;
- Verify placement details to ensure correct payments to carers;
- Carers – assessment of changing carer capacity; management of precarious placements;
- Provide support to newly authorised carers;

- Participation in placement matching decision making;
- Develop meaningful placement agreements that clearly outline the roles and responsibilities of carers in delivering the child/young person's case plan;
- Coordinating confirmation of placement documentation;
- Maintain accurate and current records in Childstory, Carers Register and SRS;
- Conduct carer exit interviews as required.

#### Leadership:

- Assign and manage workloads and workflows of the PSP Administration Officer;
- Provide coaching, advice, support, line supervision and performance management to the PSP Administration Officer.

#### **Other Duties and Responsibilities:**

##### **Team Participation & Work Management**

- Participate in the on-call roster and associated responsibilities;
- Contribute to the ongoing development of a diverse, inclusive, dynamic, creative and cohesive team;
- Contribute to the development of solid, equitable and honest relationships that support a strong team approach and to maintain a strong work ethic in personal efficiency and effectiveness at all times;
- Use supervision, professional development, team meetings and Veritas House performance accountability processes to enhance outcomes for children and young people.

##### **Cultural Sensitivity and Appropriateness**

- Demonstrate cultural awareness and appropriateness in all interactions with colleagues, clients, providers and others interacting with the service.

##### **Accountability**

- Accept line supervision from the Operations Manager, Permanency Support;
- Maintain work records and statistical data as required;
- Work within and abide by all policies, practices and guidelines of Veritas House;
- Attend team meetings as requested;
- Have a clear understanding of confidentiality and privacy issues pertinent to service users, staff and the Agency;
- Recognise and monitor job stress and personal needs as a worker and take active responsibility for your own wellbeing in the workplace.

##### **Work within a Legal & Ethical Framework**

- All work must be carried out in accordance with Veritas House policies, procedures, aims and objectives, relevant funding agreement guidelines and legislation;
- Maintain and ensure strict confidentiality;
- At all times demonstrate commitment to the Staff Code of Ethics and Conduct;
- Comply with all relevant legislation.

##### **Work Health and Safety**

- Participate in WHS consultation and training as required;
- Actively promote safe work practices in the workplace;
- Adhere to Veritas House WHS policies and procedures;
- Report to your Team Leader/Manager and the WHS Officer any near misses via WHS Hazard Reports, or illnesses and accidents via WHS Incident Reports;

**Other Organisational Requirements**

- Contribute to the promotion of the organisation by networking with interagency partners and key stakeholders;
- Ensure that your behaviour and practices support and reflect the Veritas House values and promote the organisation’s mission;
- Demonstrate a willingness to work reasonable extra hours as required for the benefit of the children, young people and the organisation;
- Ensure the effective maintenance and repair of all property, vehicles and equipment to an appropriate standard;
- Act as a role model of professional behaviour inside and outside the workplace and in the community, wherever you can be identified as a worker of Veritas House.

**Conditions of Employment**

All Veritas House workers are bound by the terms and conditions contained in the Veritas House Employment Agreement, the Position Description, the relevant Industrial Award(s), Veritas House Policies, Procedures and the Veritas House Staff Code of Ethics and Conduct, as amended and as endorsed by the Veritas House Executive from time to time.

Veritas House reserves the right to vary this Position Description at any time in response to the changing needs of the organisation, and the occupant will be required to attend to other duties as directed from time to time by an Executive Officer.

**Acceptance of Position Description & Conditions of Employment**

This Position Description does not constitute an offer of employment but outlines the responsibilities and requirements of the position it refers to.

I have read and understood the Veritas House Employment Agreement, the Position Description, and the Veritas House Staff Code of Ethics and Conduct and will at all times conduct myself in accordance with the instructions and principles contained within those documents. I understand failure to do so could result in disciplinary processes which may end in termination of employment.

Signed by the Employee:

_____	_____	_____
Employee Name	Signature	Date

Signed on behalf of Veritas House:

_____	_____	_____
Executive Name	Signature	Date



## SELECTION CRITERIA

1. A relevant qualification in social work, psychology, community services, social sciences or similar
2. Demonstrated understanding of the issues facing by foster carers, vulnerable children and young people and their families
3. Demonstrated skills and experience in carer recruitment, and/or experience working closely with foster carers
4. Demonstrated experience in developing and maintaining effective community networks
5. Demonstrated ability to build relationships, engage with people from diverse backgrounds and work in partnership
6. High level of initiative and the ability to plan, organise and prioritise work under pressure
7. Strong interpersonal skills, written and verbal communication skills
8. Sound understanding of out-of-home-care policy, standards and the NSW child protection system.