

# Information Package



## Carer Hub Support Officer – Permanency Support

### Full Time Permanent – Bathurst NSW

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;
- 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

### Carer Hub Support Officer - Permanency Support

We are seeking a passionate Administration Officer to join our Permanency Support team. The Carer Hub Support Officer provides support to Carer Hub Team Leader in the delivery of high-quality carer recruitment activities, administration and reporting. The role works closely with the Business Development team to implement, coordinate and administer carer recruitment campaigns.

## 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)

**Applications close at 9 am Friday 25<sup>th</sup> October 2024**

*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!*

## Position Description

<b>Position Title:</b>	Carer Hub Support Officer
<b>Reports to:</b>	Carer Hub Team Leader
<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 3

### Requirements:

- Current driver's licence
- NSW Working with Children Check clearance and satisfactory Criminal Record Check
- Minimum Cert IV in Community Services or similar

### Primary Objective of the Position

The Carer Hub Support Officer provides support to the Carer Recruitment, Intake and Placement Officer in the delivery of high-quality carer recruitment activities, administration and reporting. The role works closely with the Business Development team to implement, coordinate and administer carer recruitment campaigns.

### Position-Specific Roles and Responsibilities

This position is responsible for the administration of carer recruitment activities at Veritas House, under the guidance and supervision of the Carer Hub Team Leader:

- 1. Administer Marketing and Recruitment Strategies to Attract New Carers**
  - Work with the Business Development team to understand the marketing plan and timeline to attract new carers. The plan may include (but is not limited to) multi-channel media advertising, press releases, opinion pieces, information sessions, use of social media, etc
  - Where required, administer and attend Carer recruitment activities and events
- 2. Provide Administration Support in the Recruitment of Carers**
  - In all interactions with staff and the public, promote foster care and the benefits of being a Veritas House carer
  - Where delegated, promptly and directly to foster carer enquires, according to established policies and procedures
  - Maintain carer enquiries on SRS
  - Administer carer recruitment processes including (but not limited to):
    - a. Preparation of recruiting materials
    - b. Set up and preparation of meeting rooms or external venues for recruitment activities
    - c. Arrange catering as required
    - d. Manage production of Carer Reference Guides and other materials as required
- 3. Reporting and Data Management**

- Provide administration support to the Senior Carer Assessor, for example (but not limited to):
  - a. Manage production of Carer Reference Guides
  - b. Coordinate materials and meetings for Carer Assessment Panels

#### **4. Reporting and Data Management**

- Collate, maintain and evaluate and report on a range of recruiting activities as required by the Carer Recruitment, Intake and Placement Officer
- Maintain and update relevant data systems as required such as the Service Records System, Childstory, Carer's Register

#### **5. Additional Administrative Support as required**

- Provide additional administrative assistance to the Carer Recruitment, Intake and Placement Officer as required.
- Assist other members of the PSP Team as required and directed by the Carer Recruitment, Intake and Placement Officer and/or the PSP Operations Manager
- Maintain and update relevant data systems as required such as the Service Records System and Childstory

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

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

- 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 your manager;
- 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;
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#### **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.

## **SELECTION CRITERIA**

#### **Essential Criteria:**

1. Relevant Cert IV qualifications in an appropriate area of discipline (eg Community Services, Youth Work etc)
2. Demonstrated skills in administration, volunteer recruitment or a related field
3. A commitment to quality communication that respects the needs, interests and culture of current and prospective foster carers, children and young people, and other staff.
4. High level of computer literacy, including in the use of the Microsoft Office suite (Word, Excel, Outlook)
5. Demonstrated ability to work with a wide range of professionals and other organisations in a positive and effective manner
6. A current unencumbered drivers license, clear Working with Children Check and the right to work in Australia.
7. Willingness to occasionally work outside normal office hours, including occasionally on weekends.

#### **Desirable Criteria:**

8. Knowledge of current Child Protection and other relevant legislation