

## JOB DESCRIPTION

<b>Job Title</b>	Recruitment and Marketing Coordinator
<b>Department</b>	Recruitment
<b>Responsible to</b>	Recruitment and Panel Manager
<b>Responsible for (if applicable)</b>	N/A

### **Overall Purpose and Aim of Role:**

To provide administrative support to the enquiry and application process for prospective Foster Carers from first contact through to pre-panel, managing all the administration with regard to the recruiting, training and assessing of Foster Carers, whilst delivering excellent customer service at all times. To support team in the delivery of the company's Recruitment and marketing strategies, and to assist in the delivery of an effective foster carer recruitment strategy through co-ordinating and undertaking a range of marketing activities under the support and direction of the Recruitment and Panel Manager.

### **Recruitment of Foster Carers**

- To receive and process enquiries and applications from prospective Foster Carers
- To provide a timely, positive, professional and customer focused response to all initial enquiries received from prospective foster carers. The maximum response time from carer enquiry to a call back will be 48hrs.
- To ensure that the timely completion of detailed reports within 24-48 hours of the home visit, and that recommendations reflect the regions commercial and business plan priorities, and is sensitive to the regional, local and cultural needs of the marketplace. This will also involve working closely with colleagues
- To take a positive sales /customer orientated response to initial enquiries and ensure every effort is made to make contact with prospective foster carers within the time limit stipulated.
- To ensure that the process of recruitment e.g. initial enquiries, sending out of information packs etc. comply with agencies expectations, standards and targets.
- To actively support the recruitment strategy to ensure an adequate range and number of foster carers to meet the future needs of Key Assets
- To assist with the co-ordination of Foster Carer advertising, in conjunction with the Recruitment and Panel Manager and the Group's PR and Marketing Department. This will include attending exhibitions/festivals and organisation of open days.
- To undertake all administration pertinent to the task, including taking initial enquiries, sending out information packs, following up enquiries and other duties as required.
- To ensure that all relevant recruitment information is entered on to the database.
- To assist with the Key Assets website content in relation to recruitment and marketing, and provide updates for the website in relation to Key Assets news and development.

- To assist in planning, co-ordinating, delivery and analysis of the success of an annual program of events and promotional displays, in consultation with the Recruitment and Panel Manager.
- To evaluate recruitment advertising and marketing.

#### **Assessment of Prospective Foster Carers**

- To receive and process all applications to foster in line with agency policy and procedure and in compliance with minimum expectations of the Department of Communities.
- To ensure all documentation including consents to statutory checks are completed without delay and that all reference requests and requests for information are sent in a timely manner.
- To provide support and guidance to prospective foster carers with the completion of any required forms.
- To keep performance records and written details/records of all contacts and contact activity.
- Participate in developing administrative systems pertaining to the position and maintaining existing systems
- Support in arranging Advice visits between Social Workers/Foster Care Advisors and prospective foster carers and undertaking the administrative functions associated with this task.
- Provide administrative support in relation to the functions of the Key Assets Foster Care registration panel and pre-service training, including the preparation and sending of invitation, assessment packs to panel members and minute taking.
- Provide administrative support in the preparation of assessment packs which will be sent to the Department of Communities for the formal approval of foster carers.

#### **Database**

- To be responsible for the interface with administrative and IT systems and to ensure that existing systems are maintained, developed and responsive to the smooth and efficient running of the carer recruitment process.
- Accurately input information concerning prospective foster carers onto the specialist database at all stages of the process.
- Be able to utilise the database fully to obtain management information and assist the Recruitment Manager through running appropriate reports.
- To contribute to the gathering and inputting of key data in order to measure progress against key performance indicators relevant to the carer recruitment process.

### **Working in Partnership**

- Attendance and participation at all meetings relevant to the position

**This role will involve travel within Queensland and may include overnight stays away from home**

### **Additional Duties**

- The post holder will be expected to demonstrate the Key Assets' values
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

**PERSON SPECIFICATION**  
**Recruitment and Marketing Coordinator**

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Qualifications in PR &amp; Marketing</li> </ul>	Desirable		✓			✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>Minimum 2 years' experience in PR &amp; Marketing and customer relations, or similar</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>2 years' administration experience</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience of working in foster care, child care services, welfare or social care environments</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience of establishing new client groups, sales and/or customer service</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to demonstrate customer relationship experience</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Experience of working with and an understanding of the practical application of customer databases</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Experience of developing marketing materials</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Experience in the use of the Microsoft Office suite of products</li> </ul>	Essential		✓	✓		
<b>Knowledge</b>						
<ul style="list-style-type: none"> <li>Knowledge of recruitment and marketing strategies</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of foster care and the out of home care sector</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of the Foster Carer Recruitment process from generating enquiries to approval</li> </ul>	Desirable		✓	✓		
<ul style="list-style-type: none"> <li>Knowledge of management information systems and related I.T. functions</li> </ul>	Essential		✓	✓		
<b>Personal Qualities</b>						
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with a diverse staff group at all levels, recognising potential language barriers and cultural differences</li> </ul>	Essential	✓	✓	✓		
<ul style="list-style-type: none"> <li>Ability to communicate simply and effectively, both verbal and written, with people at all levels</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work as part of a team</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Ability to work under minimal supervision, to make decisions and act on own initiative</li> </ul>	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		
• Reliable, flexible and dependable	Essential			✓		
• Ability to work in partnership with internal and external departments and agents/consultants	Essential	✓	✓	✓		
• Ability to maintain confidentiality	Essential		✓	✓		
• Ability to work with others in remote locations	Desirable		✓			✓
<b>Miscellaneous</b>						
• A commitment to Equal Opportunities in all work practices	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential		✓	✓		
• A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds	Essential		✓	✓		
• Ability and willingness to travel within Queensland, which may require overnight stays away from home	Essential			✓		
• Ability and willingness to work flexibly including weekend, early morning and evening work as necessary and attend recruitment and PR events, meetings and training sessions	Essential	✓	✓			✓
• Must possess a full clean open driving licence	Essential			✓		
• To be confident dealing with people in sometimes stressful/ difficult situations or remotely	Essential			✓		
• Willingness to undertake a Criminal Records check	Essential			✓		

**Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	