

JOB DESCRIPTION

Job Title	Recruitment and Placement Support Officer
Department	Recruitment and Placements
Responsible to	Recruitment and Panel Manager
Responsible for (if applicable)	NA

Overall Purpose and Aim of Role: To provide administrative support to both the Recruitment and Placement Services of Key Assets Queensland. This role includes 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, plus effectively supporting the stimulation of new business through placements, Edge of Care Services and day to day operations, whilst delivering excellent customer service at all times.

Core Tasks – 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 initial enquiries received from prospective foster carers.
- 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 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.

Core Tasks – Assessment of Carers

- To receive and process 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.
- 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 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.

Core Tasks – Options Service

- Support the placement of Children/Young people by following regulations and related legislation together with KAQ Policies and Procedures
- Administrative support for the uploading/creation/closure of referrals/children's/carers files, pre-placement documentation.
- Support in the completion of KAQ statistics, monthly billing and department reporting
- Preparation of matching checklists in consultation with Team Managers & SSW for carer families.
- Attendance at weekly Placement Meetings and completion of minutes
- Assist in the support to weekly regional placement telelinks
- Updating vacancy registers in consultation with the Team Managers and Operations Manager.
- Responding to the referrals inbox, department telephone enquiries and development of budget submissions where necessary.

Core Tasks – Administration and Business Information Systems and Finance

- Ensure compliance with the Pengower system and other systems as required
- Identify, report and resolve any barriers to performance.
- Actively identify and report performance and data trend patterns.
- Keep all confidential data secure in line with Key Assets Policy and Procedures
- Support the administrative and business team with general administrative support and assistance with telephones.
- Accurately input information concerning prospective foster carers onto the specialist database at all stages of the process.
- 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 and placement.
- Have a sound understanding of finances relating to placement and support packages.

Common Responsibilities and Behaviours

- Contribute effectively through the Recruitment Performance Review (RPR) process to inform strategies that meet business need.
- Be pro-active in working cross regionally and think outside of your immediate sphere of influence to maximise business opportunities.
- Provide robust communication and effective signposting to internal stakeholders across Key Assets in the pursuit of maximising business opportunities
- Resolve customer issues to the highest customer service levels and in line with company Vision and Values.
- Demonstrate a commitment to further professional development and support and contribute to the learning of colleagues, carers and students

- Liaise with all relevant stakeholders to ensure effective matching for children and young people
- Present a professional image of the Key Assets Group at all times to all stakeholders and customers

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.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION
Recruitment and Placements Support Officer

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**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
<u>Education/ Qualifications</u>						
<ul style="list-style-type: none"> Good standard of education 	Essential	✓	✓			✓
<u>Experience/ Training</u>						
<ul style="list-style-type: none"> Experience of working in Sales/marketing/recruitment/business development role 	Desirable		✓	✓	✓	
<ul style="list-style-type: none"> Experience of setting up office systems and procedures 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of establishing new client groups or Customer Services 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of word processing software, preferably Word and Excel 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of using email and database input 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Proven track record of achieving results as an individual in a target orientated environment 	Essential	✓	✓	✓		
<ul style="list-style-type: none"> Experience of taking corrective action to achieve results 	Desirable		✓	✓	✓	
<ul style="list-style-type: none"> Experience of working in the public sector or social care environment 	Desirable		✓	✓		
<ul style="list-style-type: none"> Experience of analysing complex data and making recommendations for action 	Desirable		✓	✓	✓	
<ul style="list-style-type: none"> Experience of working with database systems 	Desirable		✓	✓		
<u>Knowledge</u>						
<ul style="list-style-type: none"> A good working knowledge of the Department of Communities, Child Safety and Disability Services 	Desirable		✓	✓		
<ul style="list-style-type: none"> A good working knowledge of relevant child protection legislation and family placement regulations 	Desirable		✓	✓		
<u>Personal Qualities</u>						
<ul style="list-style-type: none"> Be pro-active and dynamic with a 'can do' attitude 	Essential		✓	✓		
<ul style="list-style-type: none"> Be creative, solution focused and open minded 	Essential		✓	✓		
<ul style="list-style-type: none"> Ability to identify and capitalise on business opportunities 	Essential		✓	✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
• Is determined and confident	Essential		✓	✓		
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		
• Ability to influence and achieve results	Essential		✓	✓		
• Ability to motivate self and others	Essential		✓	✓		
• Ability to work on own initiative and as part of a team	Essential		✓	✓		
• Reliability, flexibility and dependability	Essential		✓	✓		
• Excellent organisational skills	Essential		✓	✓		
• Ability to compose clear, accurate and concise reports	Essential		✓	✓		
• High level customer service skills	Essential		✓	✓		
• Ability to work under minimal supervision and to make appropriate decisions	Essential		✓	✓		
• Ability to maintain confidentiality	Essential		✓	✓		
Miscellaneous						
• A commitment to Equal Opportunities in all work practices	Essential		✓			
• A commitment to providing a professional and quality service	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		✓	✓		✓
• Be prepared to seek advice where necessary	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.