

Job Title	RECRUITMENT OFFICER
Department	Recruitment and Panel
Responsible to	Recruitment and Panel Manager
Responsible for (if applicable)	Not Applicable

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 the 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. To undertake a range of general administrative support functions for the broader local office.

Core Tasks (Personal Responsibility and Communication)

- 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 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 Fostering
- To assist with the co-ordination of Foster Carer promotion, including 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 administrative duties as required.
- To ensure that all relevant recruitment information is entered on to the database.

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 Health and Human Services.
- 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 the social work and recruitment team 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 approval 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 Health and Human Services for the formal approval of foster carers.
- Provide a final, signed assessment and approval pack to the relevant Department of Health and Human Services Out of Home Care Team Leader on approval as a carer.
- Support the Recruitment and Panel Manager and the Social Work Team in the administrative processes of conducting annual or biannual carer reviews.

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.
- Ensuring respectful and timely communication with key partners and potential foster carers.

Additional Duties

- The position holder will be expected to undertake training and development deemed necessary for the pursuance of the position.
- 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.

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

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.

	Essential (E) Desirable (D)	Short listed Criteria	Evidenced
<u>Experience:</u>			
<ul style="list-style-type: none"> At least 2 years administration experience 	E	✓	Application Form
<ul style="list-style-type: none"> Experience of setting up office systems and procedures 	E	✓	Application Form
<ul style="list-style-type: none"> Experience of establishing new client groups or Customer Services 	E	✓	Application Form
<ul style="list-style-type: none"> Experience of word processing software, preferably Word and Excel 	E	✓	Application Form
<ul style="list-style-type: none"> Experience of using e-mail and database input 	E	✓	Application Form
<ul style="list-style-type: none"> Ability to compose clear, accurate and concise reports, letters and memos 	E	✓	Application Form
<ul style="list-style-type: none"> Experience of working within an organisation in the care sector directly or indirectly 	D		App Form / Interview
<ul style="list-style-type: none"> Experience of developing marketing materials 	D		App Form / Interview
<ul style="list-style-type: none"> Sales Experience 	D		App Form / Interview
<ul style="list-style-type: none"> Ability to acquire a good working knowledge of relevant legislation 	D		App Form / Interview
Personal Skills			
<ul style="list-style-type: none"> Excellent customer care experience 	E		App Form / Interview
<ul style="list-style-type: none"> Ability to communicate effectively with people at all levels: both directly and through excellent telephone skills 	E		App Form / Interview
<ul style="list-style-type: none"> Ability to promote the company professionally 	E		App Form / Interview
<ul style="list-style-type: none"> Ability to work as part of a team 	E		App Form / Interview
<ul style="list-style-type: none"> Ability to work under minimal supervision, to make decisions and act on own initiative 	E		App Form / Interview
<ul style="list-style-type: none"> Ability to work effectively under pressure and handle changing priorities 	E		App Form / Interview
	E		App Form / Interview

	Essential (E) Desirable (D)	Short listed Criteria	Evidenced
Miscellaneous			
<ul style="list-style-type: none"> Prepared to travel and undertake occasional unsocial hours by attending recruitment and PR events, meetings, training and occasionally work overtime as required. 	E		Interview
<ul style="list-style-type: none"> An appreciation and commitment to Health and safety issues in the workplace 	E		Interview
<ul style="list-style-type: none"> A commitment to Equal Opportunities in all work practices 	E		Interview