

Department for Child Protection

ROLE TITLE:	Carer Relationship Officer	DIRECTORATE:	Policy and Reporting
CLASSIFICATION:	ASO6	BUSINESS UNIT:	
POSITION NO:		FTE:	1.0
DATE:	March 2017	ROLES REPORTING TO THIS ROLE:	Nil
REPORTS TO:	Carer Relationship Manager		

ROLE PURPOSE:

The Carer Relationship Officer is a role within Department for Child Protection (DCP) and is accountable to the Carer Relationship Manager for:

- Promoting and ensuring highly responsive and well coordinated engagement between DCP, family based carers and other government and non-government service providers.
- Assisting in the development of and maintenance of systems that enable the reporting and recording of key themes identified by family based carers, to ensure the development of targeted strategies.
- Ensuring all family based carer concerns and issues are addressed in a timely manner.
- Building productive relationships with internal and external stakeholders to ensure family based carers are valued and supported.
- Assisting with the development and implementation of a transparent and accessible complaints mechanism for family based carers.
- Assisting with the development and implementation of key strategies that are responsive to the concerns and issues raised by family based carers.
- Provision of advice relevant to the development, implementation and evaluation of procedures and policies regarding family based carers.
- Ensuring a smooth navigation of the DCP system for family based carers.
- Ongoing monitoring and evaluation of key strategies.

KEY OUTCOMES:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1 Assist with the development and implementation of key strategies to enhance the capacity and improve retention of family based carers. 2 Assist with the development and implementation of a central complaints mechanism in partnership with key stakeholders, including family based carers and the DCP Office of the Chief Executive, to ensure issues and complaints are addressed in a timely and respectful manner. 3 Work collaboratively with family based carers, internal and external stakeholders, to assist with the development and implementation of key strategies that are responsive to the needs of carers. 4 Provide sound advice to the Carer Relationship Manager and DCP leadership staff on key issues for family based carers, including strategies to address. 5 Work with family based carers and advocacy services to identify key themes and systemic issues impacting on family based carers, to assist with the implementation of key strategies to address. 6 Work closely with DCP hubs and offices to ensure staff are equipped to support carers. 7 Support enquiry into individual cases as required, by consulting with key stakeholders and jointly developing responses to achieve desired outcomes. 8 Assist family based carers to understand and navigate DCP systems. 9 Assist family based carers to understand their rights and responsibilities. | <ol style="list-style-type: none"> 10 Promote best practices in working with family based carers to achieve positive outcomes for children and young people in care. 11 Promote family based care within DCP and externally as a valued and vital service for children, young people and the community. 12 Assist with the evaluation and monitoring of key strategies. 13 Prepare quality written documents, including briefings and reports to a range of stakeholders within the required timelines. 14 Contribute to the development, implementation and evaluation of procedures and policies regarding family based carers. 15 Promote and model high standards in client service across all activities. 16 Model ethical behavior and practices consistent with SA Government Code of Ethics for Public Sector Employees and agency stated values. 17 Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officer. |
|--|---|



KEY RELATIONSHIPS/INTERACTIONS:

- Carer Relationship Manager
- Director Policy and Reporting
- Family based carers
- All teams across DCP
- DCP Child Protection Reform Implementation Team
- Peak foster care bodies and agencies
- Local Government

QUALIFICATIONS:**Essential:** Nil**Desirable:** Qualifications in Project Management, Social work or applicable Human Services.**KEY SELECTION CRITERIA:**

- Demonstrate the ability to build and establish effective relationships and networks with internal and external stakeholders, particularly family based carers.
- Demonstrated stakeholder engagement and participation.
- Demonstrate skills in problem solving, analysing information, conceptualising and framing issues, negotiating diverse perspectives, and developing practical solutions.
- Demonstrate a sound knowledge and understanding of the issues impacting on Aboriginal children and families in the care system.
- Demonstrate cultural competence.
- Demonstrate a sound knowledge of the family based care system in South Australia, including issues and recommendations from the Nyland Royal Commission.
- Demonstrate involvement in the development, implementation and evaluation of organisational strategies or other initiatives.
- Display effective team skills and collaborative working practices.
- Demonstrate sound knowledge of relevant Acts, including the Family and Community Services Act and Children's Protection Act, Child and Young People (Safety) Bill.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment; and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

CORE CAPABILITIES & EXPECTED BEHAVIOURS**Leads Development and Facilitates Change in their Professional Area**

- Respected for their knowledge & expertise
- Supports and shares their knowledge and expertise with colleagues
- Keeps colleagues informed of trends & changes
- Links to other disciplines & resources, both internally & externally

Leads Professional Are to Achieve Agreed Results

- Analyses client needs & delivers learning & professional services that ensure high performance outcomes
- Monitors trends & delivers learning & professional services that satisfy changing client & community requirements
- Secures commitment of leaders & colleagues to ensure delivery of high quality learning, support & professional services
- Analyses discipline resource requirements

Establishes & Maintains Strategic Networks

- Identifies features & key people & resources of strong discipline strategic networks
- Identifies & establishes network links with key stakeholders & other discipline leaders
- Builds strategic relationships
- Applies knowledge of organisational linkages
- Applies knowledge of inter-Governmental linkages
- Applies Knowledge of political context

Develops Self & Other Discipline Members

- Establishes personal work goals
- Sets & meets own work priorities
- Develops & maintains professional capabilities & competences

Maintains & Enhances Confidence in SA Public Education & Care

- Ensures all decisions are objective & fair
- Operates ethically & with integrity
- Is a role model for student & client-centered service

PUBLIC SECTOR VALUES

- ✓ **Service:**
We proudly serve the community and Government of South Australia
- ✓ **Professionalism:**
We strive for excellence
- ✓ **Trust:**
We have confidence in the ability of others
- ✓ **Respect:**
We value every individual

- ✓ **Collaboration & Engagement:**
We create solutions together
- ✓ **Honesty & Integrity:**
We act truthfully, consistently and fairly
- ✓ **Courage & Tenacity:**
We never give up
- ✓ **Sustainability:**
We work to get the best results for the current and future generations of South Australians

CORPORATE RESPONSIBILITIES

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- Maintaining a commitment to the *Public Sector Act 2009*, Ethical Conduct and the legislative requirements of the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under- represented groups.



Department for Child Protection

- Develops resource plans to support achievement of discipline objectives
- Allocates resources to achieve discipline objectives
- Reviews & reports on resource usage
- Interprets & communicates requirements of policy & implements policy relating to discipline

Leads Professional Practice & Excellence

- Provides discipline leadership to individuals & work teams
- Creates a co-operative work environment
- Motivates individuals & work teams to achieve quality results
- Manages up

- Embraces an adaptive leadership approach

Facilitates Professional Team Effectiveness

- Seeks continuous improvement in their professional discipline
- Arranges ongoing professional development of their people in the discipline area
- Where appropriate, uses performance feedback & development plans to nurture development of their people
- Promotes a high performing team environment
- Ensures a safe working environment for all their people
- Promotes a collaborative working environment

SPECIAL CONDITIONS

- Inter and Intra-state travel may be required.
- Some out of hours work may be required.
- Hold a current Australian driver's license and a willingness to drive is essential.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the line Manager.
- The successful applicant is required to gain a Department for Communities and Social Inclusion (DCSI) Child-related employment screening prior to being employed which is required to be renewed every three years before expiry.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).

