

# Department for Child Protection

<b>ROLE TITLE:</b>	<b>Carer Relationship Manager</b>	<b>DIRECTORATE:</b>	<b>Policy and Reporting</b>
<b>CLASSIFICATION:</b>	<b>ASO7</b>	<b>BUSINESS UNIT:</b>	
<b>POSITION NO:</b>		<b>FTE:</b>	<b>1.0</b>
<b>DATE:</b>	<b>March 2017</b>	<b>ROLES REPORTING TO THIS ROLE: 3 x Carer Relationship Officers</b>	
<b>REPORTS TO:</b>	<b>Director Policy and Reporting</b>		

## ROLE PURPOSE:

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

- Promoting and ensuring highly responsive and well coordinated engagement between DCP, family based carers and other government and non-government service providers.
- Developing and maintaining 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.
- Leading the development and implementation of a transparent and accessible complaints mechanism for family based carers.
- Driving the development and implementation of key strategies that are responsive to the concerns and issues raised by family based carers.
- Ensuring a smooth navigation of the DCP system for family based carers.
- Provision of high level advice to support the development, implementation and evaluation of procedures and policies that relate to family based carers.
- Ongoing monitoring and evaluation of key strategies.
- Effective management and leadership of staff.

## KEY OUTCOMES:

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| <ol style="list-style-type: none"> <li>1 Lead the development and implementation of key strategies to enhance the capacity and improve retention of family based carers.</li> <li>2 Lead 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.</li> <li>3 Work collaboratively with family based carers, internal and external stakeholders, to develop and implement key strategies that are responsive to the needs of carers.</li> <li>4 Provide sound advice to DCP executive and leadership staff on key issues for family based carers, including strategies to address.</li> <li>5 Work with family based carers and advocacy services to identify key themes and systemic issues impacting on family based carers, to implement key strategies to address.</li> <li>6 Work closely with DCP hubs and offices to ensure staff are equipped to support carers.</li> <li>7 Lead or support enquiry into individual cases as required, by consulting with key stakeholders and jointly developing responses to achieve desired outcomes.</li> <li>8 Develop mechanisms to enable family based carers to understand and navigate DCP systems</li> </ol> | <ol style="list-style-type: none"> <li>9 and services.</li> <li>10 Ensure strategies are in place that assists family based carers to understand their rights and responsibilities.</li> <li>11 Promote best practices in working with family based carers to achieve positive outcomes for children and young people in care.</li> <li>12 Promote family based care within DCP and externally as a valued and vital service for children, young people and the community.</li> <li>13 Drive the evaluation and monitoring of key strategies.</li> <li>14 Provide effective leadership and management to a team and facilitate goal setting to achieve required outcomes by providing professional supervision and support to staff.</li> <li>15 Prepare high quality written documents, including briefings and reports to a range of stakeholders within the required timelines</li> <li>16 Model ethical behavior and practices consistent with SA Government Code of Ethics for Public Sector Employees and agency stated values.</li> <li>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 &amp; procedure, and cooperating and complying with reasonable instructions of DCP line management and WHS Officer.</li> </ol> |
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**KEY RELATIONSHIPS/INTERACTIONS:**

- Family based carers
- Director, Policy and Reporting
- DCP Office for CEO
- All teams across DCP
- Peak foster care bodies and agencies
- Child Protection Reform Implementation Team
- State and 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.
- Develop and lead partnership initiatives incorporating key stakeholder engagement and participation.
- Demonstrate a sound knowledge of the family based care system in South Australia, including issues and recommendations from the Nyland Royal Commission.
- Demonstrate excellent skills in problem solving, analysing complex information, conceptualising and framing issues, negotiating diverse perspectives, and developing practical solutions.
- Demonstrate experience in the development, management and evaluation of significant organisational strategies, campaigns or other initiatives, including communication with stakeholders.
- Demonstrate skills in translating complex scenarios into solution based actions.
- Demonstrate a sound knowledge and understanding of the issues impacting on Aboriginal children and families in the care system.
- Demonstrate cultural competence.
- Display effective strategic leadership, including the ability to identify strategic goals and provide direction and influential leadership to others to achieve outcomes.
- 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 student / client needs & delivers learning & professional services that ensure high performance outcomes
- Monitors trends & delivers learning & professional services that satisfy changing student, client & community requirements
- Secures commitment of leaders & colleagues to ensure delivery of high quality learning, support & professional services
- Analyses discipline resource requirements
- Develops resource plans to support

**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

**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.



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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
- Monitors & responds to workplace issues & discipline concerns
- Motivates individuals & work teams to achieve quality results
- Delegates work to achieve discipline & work unit objectives
- Manages up

service

- 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

- 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.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Director Policy and Reporting.
- Hold a current Australian driver's license and a willingness to drive is essential.
- May be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Inter and Intra-state travel may be required.
- Australian residency or current works permit is required (responsibility of applicant to provide evidence of a current work permit).

