



Aboriginal Family Support Services

Job and Person Specifications

Position Details	
Position	Carer Recruitment and Events Officer
Program	Foster Care Services and Kinship Care
Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4
Hours	Part-Time
Hours per week	30.4 Hours per week
Duration	Ongoing
Fixed term / maximum term end date	Not applicable.
Location	Metro South – Adelaide
Reporting Relationships	The Carer Recruitment and Events Officer reports directly to the Senior Manager Specialist Services.
Effective date	February 2025
Funding Sources	Department for Child Protection
Mandated Notifier	Aboriginal Family Support Services provides residential care services for children, and the incumbent, like all employees, is a Mandated Notifier as prescribed by the Children and Young People (Safety) Act 2017 (SA).



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Program Overview

AFSS Family Based Out of Home Care team recruit, train, assess and support Foster and Kinship carers across greater metropolitan Adelaide (Family Based) and across the state (Kinship Based). This includes: the recruitment of Aboriginal and non-Aboriginal Foster, Kinship and Specific Child Only Carers for the placement of Aboriginal Children and Young People who are unable to reside with their birth families; the assessment and training of prospective and current carers: the provision of culturally appropriate support for AFSS Carers who have Aboriginal Children and Young people in their care: and a targeted referral and placement function to match and place Aboriginal children and young people in safe, secure and stable homes.

Position Objectives

Developing and implementing strategies to attract, retain and engage prospective foster carers as well as coordinating and executing a number of connection to culture activities aimed at engaging the Children in our care.

As the Carer recruitment and events officer, you will be responsible for planning and coordinating AFSS OOHc attendance at events and expos that align with our strategic and organisational requirements. This role requires a creative, organised and detail-oriented individual who can thrive in a fast-paced environment, has a knowledge of contemporary social media and who can cultivate strong relationships, identify growth opportunities, and work collaboratively to drive Carer recruitment and events initiatives.

Applicants with experience in marketing, events and recruitment engagement or similar are strongly encouraged to apply. An understanding of the significance of engagement with Aboriginal culture in the lives of children in OOHc and an understanding of their needs would be ideal.

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Key Result Areas

The Key Result Areas outline expectations that AFSS has of its Carer recruitment and events Officer. They align with AFSS Aspirations, Values and Strategic Plan and requirements as outlined in both State and Australian Government Service Agreements. The Events, Marketing and Carer Recruitment Officer will be required to participate in regular supervision with their Manager against each of the Key Result Areas below. They align with the requirements of the DCP Service Agreement and with AFSS Strategic and Operational Plans and AFSS Policies and Procedures.

Key Result Area One

Carer Recruitment and Retention

As part of the Family Based Out of Home team the Carer recruitment and events officer:

- Works collaboratively with the Family Based Out of Home Care Managers to recruit, promote and engage prospective carers
- Will be responsible for developing and implementing community engagement and acquisition strategies to expand carer numbers
- Develop and create engaging content for marketing materials and events to capture a wide audience and recruit new prospective carers
- Support regular support and retention activities for carers including training, lunch and learns, coffee catch ups
- Engaging in post care supportive 'exit interviews' with carers
- Work with team members to execute marketing campaigns across various channels, including digital, social media, email, and PR
- Collect and conduct data analysis to identify market segments and target demographics to inform engagement and acquisition strategies



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	<ul style="list-style-type: none"> • Collect and analyse recruitment of prospective carers, event feedback to continuously improve events, recruitment and AFSS Family Based Out of Home Care • Develop and execute business strategies to enhance carer recruitment and retention
<p><u>Key Result Area Two</u></p> <p>Marketing and Service Delivery</p>	<p>The Carer recruitment and events Officer:</p> <ul style="list-style-type: none"> • Will collaborate with team members to create marketing, recruitment and event engagement and support growth strategies • Build and maintain strong relationship with current and prospective foster carers, understanding their needs and preferences • Monitor carer satisfaction and take proactive steps to enhance the carers experiences and support provided • Collaborate with AFSS staff, stakeholders and community to source opportunities for connection and events • Will be responsible for reporting against our carer recruitment plan and budget • Preparing and distributing event materials, including invitations, flyers, posters, run sheets, presentations and surveys
<p><u>Key Result Area Three</u></p> <p>Event Management</p>	<p>The Carer recruitment and events Officer works with the Manager to undertake activities as they relate to the functions of the Family Based Care and Kinship Based Care– Metro and AFSS including:</p> <ul style="list-style-type: none"> • Develop and implement engagement programmes, including events, carer morning teas, Cultural Days and other communications. • Maintain accurate records of data, event attendance, trends, engagement metrics and retention rates. • Plan, coordinate and execute a wide range of events, including conferences, forums, workshops, morning teas, cultural events and networking opportunities at indoor and outdoor venues • Manage event budgets, negotiate with vendors and ensure cost-effective event planning. • Oversee event logistics, including speakers, venue, catering, AV and technology, risk assessment and all on site activities including set up and pack down. • Manage vendor communication for events and finalised payments of invoices in collaboration with finance department. • Some work outside of normal business hours will be required
<p><u>Key Result Area Four</u></p> <p>Administration and Transparency</p>	<p>The incumbent will be expected to actively manage and oversee the completion of all administrative tasks including data reporting and the use of AFSS processes and tools to manage workloads and priorities:</p> <ul style="list-style-type: none"> • Submitting high quality reports that are factual, clear, concise, and adequately respond to the information required by Manager, Senior Managers, the Chief Executive, and funding bodies. • Ensuring that client contact, and engagement is appropriately documented and recorded on AFSS data collection systems – CRM, DEX, H2H (and other data systems as required) • Making use of the appropriate time keeping processes at AFSS including the Attendance System and the use of Outlook Calendar to record daily movements, meetings, and other work-related commitments. • Ensuring that Application for Leave forms and supporting documentation (Medical Certificates or Statutory Declarations) lodged within appropriate timeframe.



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<p>Key Result Area Five</p> <p>Service Excellence and Continuous Improvement</p>	<p>The incumbent will be expected to maintain an ongoing commitment to continuous improvement in the provision of services to internal and external stakeholders by:</p> <ul style="list-style-type: none"> • Actively demonstrating a commitment to Service Excellence across AFSS • Demonstrated application of the ability to function autonomously when required as well as a strong focus on teamwork. • Abiding by AFSS policies and procedures, Aspirations, Values and Strategic Plan • Participating in continual improvement processes across all levels of AFSS • Acting as an ambassador for AFSS during all interactions with clients, communities, partner agencies and services.
<p>Person Specifications</p>	
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • This position requires regular home visiting, office based and meetings outside of the office. This may require travel, walking up stairs or parking and walking some distances and requires the ability to operate standard equipment and keyboards. • While performing the duties of this job, the employee may be regularly required to sit, stand, walk, talk, see, and hear. • Performing administrative duties that require use of a phone, computer, monitor, keyboard, and mouse. • Standing or sitting for periods as required. • Speaking clearly so listeners can understand. • Undertaking light manual tasks that may involve forward or backward bending/twisting at the waist, pushing, pulling, lifting light objects, including shopping bags etc. • Driving an AFSS vehicle, in accordance with WHS requirements below.
<p>Psychological Requirements</p>	<ul style="list-style-type: none"> • Self-management – Ability to plan, Prioritise and organise your workload in a way that contributes to successful outcomes. • Able to remain calm whilst managing multiple tasks effectively. • Ability to adapt and respond appropriately in changing situations or when under pressure. • Be able to work under tight deadlines. • The employee must maintain emotional control under stress. • Ability to appropriately communicate with staff at all levels. • Ability to display a positive and helpful attitude. • Ability to take initiative, work independently and work with minimal supervision. • While performing the duties and responsibilities, needs to execute a set of manners, behavioural disposition, and etiquette. • Able to focus and be productive. • Excellent problem-solving skills and attention to detail. • Effective time management • Leadership requires wide range of Psychological Skills Including Strategic Thinking, Problem Solving, Communication and emotional Intelligence. • Problem-solving skills - Identify the problem and generate possible solutions.
<p>Qualifications</p>	<p>Tertiary qualification in marketing, communication, business, project management or community services or a related field would be highly regarded</p> <p>Proven experience in marketing, recruitment and event planning and management, or related roles and/or experience working with Children in Out of Home Care or with / for carers.</p>



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Experience	Experience in working with Aboriginal individuals, families and communities or the ability to do so is essential. Experience as an Events, Marketing and Carer Recruitment Officer in similar type roles will be highly regarded
Skills	<p>Skills in managing multiple tasks and deadlines and working closely and efficiently with a range of internal and external stakeholders across the child protection system are highly desirable.</p> <ul style="list-style-type: none"> • Strong analytical skills with the ability to interpret data and make date-driven decisions • Excellent communication skills, both verbal and written communication, interpersonal and relationship building skills • Ability to communicate effectively with a wide range of individuals from diverse cultures and positions • Proficiency in CRM tools • Proficient in using various recruitment tools and platforms • Creative thinker with the ability to develop innovative engagement strategies and problem solve • Ability to multitask effectively while maintaining attention to detail • Excellent problem-solving abilities with a proactive approach • Strong project management skills with the ability to meet deadlines and manage multiple initiative simultaneously • Ability to work independently and as part of a team, with a strong sense of accountability
WHS	<p>AFSS is committed to WHS across all activities and program areas and all employees are required to actively participate in WHS policies, practices, and procedures.</p> <ul style="list-style-type: none"> • Ensure understanding of compliance with all current organization policies, procedures, and work practices relevant to workplace Health, Safety and Welfare in the workplace. • Take personal responsibility for adopting safe work practices in all activities undertaken including ensuring no activities undertaken will adversely affect the health, safety, and welfare of other persons. • Obey all reasonable instructions in relation to health and safety at work. • Participate in the development of site and agency-based policies and procedures where required. • Follow the procedure regarding the use of AFSS vehicles in the workplace • To drive safely, in accordance with Australian Road Rules, SA (or other state if applicable) • To assist in maintaining AFSS vehicles in a safe condition, to conduct visual vehicle inspections, report suspected or unsafe vehicle conditions and to demonstrate safe driving practices to other road users. • All AFSS employees have an obligation to always work safely and not endanger their own well-being or the well-being of others. This includes employees at AFSS as well as members of the public. Furthermore, all employees are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them. <p>The incumbent must be fit to undertake the tasks of their role and be able to maintain this throughout their employment and will be required to report any condition, physical or psychological, or medication that impact their capacity to safely fulfil their role.</p>
Knowledge	Demonstrated understanding and knowledge of the child protection system, high-level organisational skills, communication skills, writing skills and an ability to positively interact with AFSS employees, clients, key stakeholders, and Aboriginal communities.



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Travel	Intrastate and interstate travel involving overnight absences may be required in some roles. Including the requirement to fly on smaller planes and drive extensively in the regional areas.
Licences / Screening	This position requires the incumbent to hold and maintain: <ul style="list-style-type: none">• Valid and full South Australian Driver's Licence• Safe Environments for Children and Young People Certificate• Working with Children Check• NDIS Worker Screening Check clearance• National Police Check
General	The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Acceptance of Job and Person Specifications

Employee

Name:	
Signature:	
Date:	