

WOOMERA ABORIGINAL CORPORATION
POSITION DESCRIPTION

POSITION TITLE: Carer Compliance & Support Officer
Permanency Support Program

HOURS OF WORK: Full Time

REPORTS TO: Team Leader Permanency Support Program

CONDITIONS OF EMPLOYMENT:

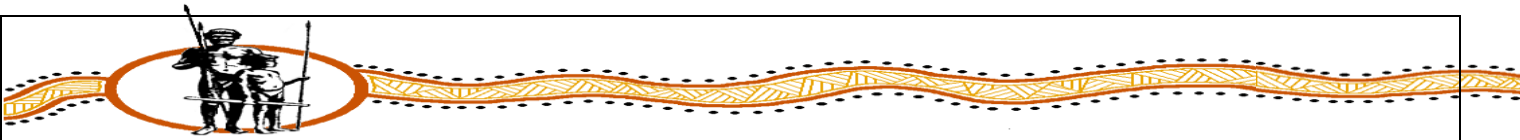
In accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 Level 3– pay point 1-4 depending on experience.

1. POSITION OBJECTIVES

Under the direction of the Team Leader the Carer Compliance & Support Officer has primary responsibility for maintaining accurate records, ensuring carer probity checks are undertaken, and carer recruitment, training and support.

2. KEY RESPONSIBILITIES

- Ensure client data is entered and maintained accurately in the electronic reporting systems CDS and the NSW Carers Register
- Ensure WWCC, National Police Checks and Community Service Checks for carers are current
- Maintain confidentiality in relation to client records
- Ensure code of conduct, carer agreement and consent to collect information is completed annually and monitored accordingly.
- Develop networks and maintain mutually beneficial working relationships with industry and other stakeholders
- Develop an annual carer recruitment plan for approval by the Team Leader
- Implement a range of strategies to recruit carers
- Conduct initial home visit for potential carers
- Conduct as a minimum quarterly carer home visits to provide support
- Ensure annual home environment/safety check of homes, and fire evacuation plans are completed
- Ensure annual reminders for medical checks are sent to all carers
- Arrange carer training, carers meetings and information days
- Assist in planning and facilitating Shared Lives training
- Ensure carer assessment referrals are sent eight (8) weeks prior to the due date and participate in reviews if required
- Record carer review recommendations and complete or refer to responsible persons recommendations to be implemented
- When information is provided by caseworkers ensure that invitations to the case plan meetings are sent four (4) weeks prior to the meeting date and a reminder is sent two (2) weeks prior to the meeting date.
- Draft contact schedules for caseworkers, seek Team Leader approval and confirm attendance with families two (2) business days prior to the date
- Attend role specific training recommended by the Team Leader
- Perform other duties as required within the scope of abilities and expertise



- Ensure that case planning meeting invites to family and significant others are provided four (4) weeks prior to the meeting and a reminder letter is sent two (2) weeks prior to the meeting.
- Record notes of case planning meetings and provide notes of the meetings to case workers within forty-eight (48) hours.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Work within statutory and legislative requirements
- Provide responsive and flexible services and ensure that all clients and visitors receive adequate, prompt, and courteous attention
- Adhere to the policies and procedures set down by Woomera Aboriginal Corporation (WAC)
- Present fit for duty and demonstrates a satisfactory work ethic and reliability
- Be professional, meet the standards set down in the Code of Conduct and Ethical Behaviour
- Ensure compliance with the provisions of WH&S regulations and demonstrate safe working practices, including reporting of incidents, hazards and near misses
- Freedom to act is governed by the organisation's Instrument of Delegations

4 JUDGEMENT AND DECISION MAKING

- Report issues and risks related to staff and clients promptly and apply solutions to remedy matters or mitigate risk
- As required by statutory legislation and in consultation with the Team Leader, report any case of suspected risk of harm to children or young people who are clients of the service

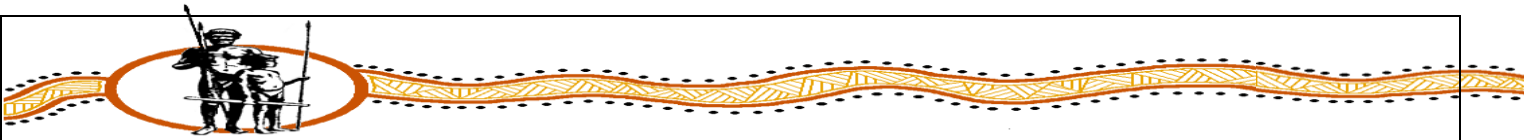
5 INTERPERSONAL SKILLS

- Communicate sensitively and effectively with others, and with our Aboriginal and Torres Strait Islander community
- Provide services in a non-judgemental, respectful, and confidential manner

6 KNOWLEDGE AND SKILLS

Essential Skills & Knowledge or Qualifications & Experience

- Customer focussed, professional attitude and appearance
- Good written and verbal communication skills
- Good organisational skills, able to multi-task and prioritise
- Hands-on experience with general office procedures, equipment, and data base systems
- Experience working within Aboriginal communities and an understanding of Aboriginal culture
- Good analytical skills
- Ability to work in a team, follow direction and learn, is motivated to take on challenges with minimal direction
- A current satisfactory Working with Children's Check
- A current satisfactory National Police Check
- A current driver's licence



Desirable Skills & Knowledge or Qualifications & Experience

- Previous experience working in Aboriginal welfare and child protection areas
Knowledge of the Child and Young Persons Care and Protection Act NSW (1998) and its amendments
- Attainment of a Community Service qualification
- Willingness to undertake formal training as required within a reasonable period from commencement of duties

REVIEW OF POSITION DESCRIPTION

This position description will be reviewed when the position becomes vacant or as it deemed necessary.

Authorised by Manager:

Employee's Signature

Print Name:

Date 11 May 2021

Date: