

Job Description Senior Advocate

Connecting Foster & Kinship Carers - SA Inc (CF&KC-SA) is the peak representative body for foster and kinship carers (Carers) in South Australia.

CF&KC-SA aims to improve the lives of children and young people in care through provision of services valuing and supporting Carer families to sustain strong and positive relationships.

Position title:	Senior Advocate
Position purpose:	The Senior Advocate will provide professional individual and systemic advocacy and support services aimed at resolving issues and improving the experiences of foster and kinship carer families across South Australia
Position reports to:	Chief Executive Officer
Position location:	Role will be based at Prospect with intra- and inter-state travel required
Industrial instrument:	The <i>Fair Work Act 2009</i> and the Social, Community, Home Care and Disability Services Industry Award 2010
Terms of employment:	Part time Fixed Term Contract (0.6 FTE) to 30 June 2020
Salary:	Social and Community Services, Level 6/7

Key Responsibilities:

Work under the general direction of the Chief Executive Officer and as part of a team to:

- Provide professional advocacy, advice and support services to foster and kinship carers across South Australia, including by:
 - leading a responsive Carer Advocacy Service, accessible by phone, email, website and Facebook
 - engaging with DCP and other key stakeholders in systemic advocacy effecting positive change across the child protection system for Carer families
 - promoting the rights of Carers through individual advocacy
 - supporting Carers seeking internal and external review of DCP decisions
 - overseeing the preparation of written material for Carers involved in disputes, appeals or court related matters
 - recruiting, training, supporting and supervising the Foster Care Advocate, Kinship Care Advocate, volunteers and students
 - developing and implementing a cultural competency framework, including training for Board, staff and volunteers
 - increasing the involvement of Aboriginal Carers and Carers from CALD backgrounds and their communities
 - facilitating positive communication and contact between relevant parties
- Provide information, education and training, including by:
 - supporting the recruitment of Carers in SA
 - preparing accurate information and resources to support Carers
 - designing, developing, delivering and evaluating education and training sessions
 - representing CF&KC-SA at sector events, and promoting CF&KC-SA to the wider community
- Support operational functions, including by:
 - ensuring on call and after hours services are available
 - maintaining appropriate employee and Carer records
 - managing data for reporting purposes
 - developing and providing feedback on internal and external policies, procedures and processes
 - applying for grants
 - engaging in quality accreditation processes
 - supervising volunteers and students including setting priorities and monitoring work
 - assisting with special projects

Selection Criteria

1. Previous experience in a similar role
2. Tertiary qualifications in Allied Health (i.e. Social Work, Psychology), Community Services, Law or related field
3. Proven ability to undertake the three key responsibilities outlined above
4. Demonstrated knowledge of the social and legal issues pertaining to foster and kinship care
5. Understanding of the child protection sector and how reforms impact Carers
6. Proven ability to recruit, train, direct and supervise a team
7. Outstanding verbal, non-verbal and written communication skills, with the ability to listen, clarify, explore options and provide advice leading to satisfactory resolution of problems
8. Ability to communicate with a diverse range of individuals and services, including Aboriginal persons and persons from CALD backgrounds
9. Exceptional customer service skills with a high level of competency in conflict resolution and the ability to remain calm and focused in challenging situations
10. Proven ability to build and sustain positive working relationships and networks with internal and external stakeholders
11. Skills in managing time, setting priorities and organising work to meet agreed timeframes
12. Proven ability with Microsoft Office applications
13. Knowledge of statutory requirements and workplace practices
14. Knowledge of trauma informed and restorative practice; developmental delays and disabilities; Aboriginal and Torres Strait Islander communities and CALD communities

Applicant Notes:

It is expected that the successful applicant will have:

- A current South Australian drivers licence
- A satisfactory National police clearance
- A current DCSI Child-related Employment Screening assessment
- Attended Child Safe Environments training in the past 3 years (or be willing to attend) and maintain this training
- Australian citizenship or permanent residence status
- Access to a fully registered and maintained motor vehicle with a minimum third party property insurance