

POSITION DESCRIPTION

Position Title	Placement Support Officer (L4)
Location	Townsville and Regions
Work Unit	Foster and Kinship Service - Children and Families
Employment Status	Full Time
Position Reports To	Foster and Kinship Program Manager
Positions Responsible For	Nil
Award Reference	Social Community Home Care and Disability Services Industry Award 2010 Community Services Worker Level 4
Date of Approval	July 2012

Corporate Context / Environment

TAIHS is an Aboriginal and Torres Strait Islander community controlled and managed corporation. TAIHS's main operating income comes from grants from Commonwealth and State funding bodies. Our main funding bodies are the Commonwealth Department of Health, the Commonwealth Department of Prime Minister & Cabinet, the Queensland Department of Communities, Child Safety and Disability Services, and Queensland Health. Funds are also generated through Medicare billing of patient services.

TAIHS provides a holistic primary health care service incorporating a bulk-billing general practice medical clinic, a dental clinic, an individual support and advice service, mental health counseling, community health screening and health promotion activities. TAIHS also provides a range of community services, including crisis accommodation, child safety and early family intervention programs, and a specialist service for young people.

In addition to the operation of comprehensive primary health services and the provision of a range of community services, TAIHS seeks to improve health and social outcomes for the community through; strategic partnerships, advocacy for needs, promotion of awareness and education in improved health and social practices, promotion of knowledge and understanding of underlying issues and unique needs and development of the evidence base.

Our Vision – “TAIHS ... More than a Health Service” – is to “strive to provide a truly comprehensive model of care that responds to the physical, social, emotional, cultural and spiritual needs of our people”

Purpose of Position

This position is responsible for the monitoring and management of quality foster care and kinship care placements and the provision of services that support foster and kinship carers in line with the service model, service agreement, Child Protection Act, in particular the Standards of Care (CP Act 1999).

Key Responsibilities and Performance Indicators
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Carer Recruitment and Management:

A Placement Support Officer is responsible for the management and monitoring of quality foster care and kinship care placements through:

- Assessment and reassessments of carers prior to Child Safety Services approval/re-approval
- Conducting monthly home visits
- Participate in recruitment of carers activities
- Advocating for carers
- Attending stakeholders meetings
- Supporting carers to understand their roles and responsibilities
- Liaise-with the Program Manager
- Organise and self-manage carer catch ups
- Co-facilitate Carer Training
- Attend Interagency meetings and other meetings as directed by Program Manager

Administration

- Maintain accurate and current documents on carer records in accordance with the practise manual
- Provide Program Manager with all relevant data and information regarding service delivery as required and/or directed
- Provide monthly team meeting report
- Secure management of all program files and compliance with the Child Protection Act 1999 and Child Protection Regulation
- Complete all internal Logiqc Database tasks

Self-Management and Team Contribution

- Complete Performance Reviews
- Maintain professional competencies, including current knowledge of Child Protection Act 1999, and Child Protection Regulation 2011, other legislative and regulatory requirements including licensing and Human Services Quality Framework
- Perform work in accordance with Program Practise Manual, organisational policy, process control plans and work instruction, or the work environment
- Contribute to continuous quality improvement with own practises and the services
- Follow all safety procedures and contribute to a safe work environment
- Comply with all legal, ethical, confidentiality and regulatory requirements
- Attend Events
- Mentor Level 3 Placement Support Officers
- Be Acting Program Manager when requested

POSITION DESCRIPTION**Training**

- Attend staff training
- Deliver training to carers in group or individually
- Upskilling the carers in areas of need identified by the Placement Support Officer or the Department in group sessions or individually
- Attend mandatory staff training for Placement Service Officer
- TAIHS Mandatory In -Service Training Package
- Cultural Awareness Training
- Positive Behaviour Training
- Harm Review - Standards of Care Training
- Identifying and Reporting Harm
- Reporting and Managing Incidents

Foster Linkages

- Ensure effective case liaison with Department and designated staff of Child Safety Service Centres
- Work to foster productive working relationships with relevant state government and non-government departments
- Develop links with relevant organisations to promote effective working relationship and assist with a coordinated response to client issues in the community
- Foster effective relationships between all TAIHS Managers, work teams and staff within TAIHS.

NB Every responsibility must have a corresponding Key Performance Indicator (KPI), which forms the employee's individual performance plan

AREA OF RESPONSIBILITY	RESPONSIBILITIES	KPIs
Staff Management/ Team Contribution Training	Placement Support Officer to deliver training and facilitation of internal workshops	Evidence of training and workshops delivered
	Placement Support Officer to complete Mandatory Training	Evidence of completion of mandatory training.
Staff Management - Carer Recruitment and Management	Placement Support Officer to complete all assessments/renewals, conduct regular monthly home visits/attend stakeholders meetings/liase with Program Manager/organise and self-manage carer catch ups within timeframes	Evidence that assessments/renewals are completed within time frame and uploaded onto computer Lodge all paperwork to department on time. Monthly home visits completed with each carer who has children and home visit support notes recorded onto computer Attend stakeholders meetings and SOC

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		<p>meetings and recording of minutes and outcomes in Carers file</p> <p>Organising and attending carer catch ups and record attendance on carer's files and carer catch up folders.</p> <p>All carers paperwork must be current on their files</p>
Stakeholder Relationship – Foster Linkages	<p>To develop and document good working relationships/collaborative partnerships with relevant agencies</p> <p>Foster good working relationship with Program Manager, TAIHS Manager, work teams and all staff within TAIHS.</p> <p>Attend Interagency meetings and other meetings as directed by Program Manager</p>	<p>Evidence of collaborative/ partnerships activities in Foster and Kinship Service as demonstrated by shared community events, shared carer training sign on sheets, agency visits, working to a MOU.</p> <p>Monthly supervision, Monthly team meeting reports</p> <p>Open Communication and positive interaction with all staff.</p> <p>Attend Interagency meetings and other meetings as directed by Program Manager</p>
Staff Management - Administration	<p>To maintain carers records with all current documents uploaded and accessible in accordance with the Foster and Kinship Practise Manual, HSQF and Licensing.</p>	<p>Carers files contain current documents as per HSQF, Licensing requirements on the computer and all records up to date in accordance with the Practise Manual.</p>
Staff Management – Self - Management and Team Contribution	<p>To have good working knowledge of role and responsibilities for the Placement Support Officer's position and self-manage responsibilities and roles within timeframes to achieve outcomes.</p> <p>Train new Placement Support Officers</p>	<p>Yearly Performance Reviews completed on time</p> <p>Regular supervision</p> <p>Attendance at events</p> <p>Abiding by workplace, health and safety regulations, TAIHS policies and procedures</p> <p>Participating in HSQF, relicensing, continual improvement of practises and service.</p> <p>Evidence of training new placement support officers – recorded in supervision.</p>

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. TAIHS can direct you to carry out duties which it considers are within your level of skill, competence and training.

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Required Qualifications and Experience

- Qualifications in social work, psychology, education, allied health, or social sciences with at least an appropriate certificate relevant to the work required to be performed; eg Certificate III level and ability and willingness to undertake a relevant Certificate IV
- Experience in industry is desirable
- Knowledge or the ability to acquire knowledge of the Child Protection Act
- Assessment Writing is desired
- Ability to work autonomously or within a team
- Demonstrated oral and written communication skills
- Competent in the use of computers
- Certificate IV Assessment and Training

Mandatory Requirements

- Current Queensland Notice of Suitability or willingness to apply.
- Current Blue Card (working with children and young people) or willingness to apply for a Blue Card.
- Current C Class Drivers License (QLD).

Practical Requirements

- Travel across the Region and work out of normal hours of duty may be required.
- Satisfactory Criminal History Check (AFP).

Selection Criteria

Duties & Responsibilities

Satisfactory capability and/or potential to execute the key responsibilities of the position.

Required Qualifications and Experience

Satisfies the required qualifications and experience, and practical requirements of the position.