



Position Description

Program Name	Permanent Care Advocacy and Support Helpline
Position Title	Helpline & Flexible Fund Senior Advisor
Award Classification	SCHADS Award level 5.3 *Salary packaging is available
EFT/Hours	.9 EFT (34.2 hours per week)
Team/program area/location	PCA Families Level 5, 50 Market Street Melbourne 3000
Reports to	Chief Executive Officer

Permanent Care and Adoptive Families (PCA Families)

PCA Families supports the development of strong families that build successful life outcomes for children.

PCA Families began as the Post Placement Support Service in 2003 and is a not-for-profit early intervention support and training organisation, which assists families formed through permanent care and adoption. We are an incorporated association governed by an elected Board, made up of members who have lived experience with adoption and permanent care as well as relevant professional expertise.

PCA Families' provides support services to children, young people and their families and carers who are formed by adoption and permanent care. The organisation offers a range of services such as information, advocacy and support, peer support, education and training as well as consultancy for professionals in the family support sector.

Helpline and Flexi Fund Senior Advisor Position Summary

The purpose of the position is to provide day to day supervision and support to three staff operating a state wide telephone service, including the assessment of referrals for flexible funding, support for children and families, support for permanent carers, adoptive parents, kinship carers and foster carers transitioning to permanent care. The position entails providing a coordinated approach in working with families to ensure the needs of children and young people are met. The position will also liaise with relevant agencies and stakeholders to ensure families have access to services. The successful candidate will also assist with peer support and input into policy, procedure and program development. The position is predominantly a phone/office based role and will involve, as needed, external meetings with clients and agencies. Some regional Victoria travel will be required.

Key Responsibilities and Tasks

Ensure the smooth operation of the Helpline and Flexi- Funding Service by –

Supporting staff to:

Referrals

- Receive referrals from parents and carers to the permanent care and advocacy support helpline.
- Ensure that all newly allocated referrals are prioritised and responded to according to the urgency required.
- Respond to callers in a timely manner.

Advocacy and Support

- Ensure that advocacy and support is based on an understanding of key theoretical frameworks that inform practice (trauma, grief and loss, childhood development, and attachment).
- Make decisions with the best interests of the child is paramount.
- Assist parents/carers in their application for targeted flexible funding associated with the needs of their children.
- Work with other agencies to develop new approaches to delivering services in regional Victoria.
- Connect parents and carers to peer and community support programs/networks.
- Maintain regular contact with parents/carers who do not have any community support.

Supporting staff and the organisation

- Ensure Helpline staff are provided with supervision and support.
- Actively lead and participate in case consultation team meetings.
- Share relevant information to allow others to do their work effectively.
- Take personal accountability for own behavior consistent with Permanent Care and Adoptive Families values and policies.
- Facilitate open working relationships with parents, carers and other professionals.
- Act professionally in all relationships and interactions with internal and key external stakeholders.

Policy, Procedure and Program Development

- Actively work towards client outcomes utilising and reporting against any measurement tools developed by the organization.
- Ensure the accurate collection and reporting of data by the Helpline and Flexi-funds service.
- Assist in the development of services in country and regional Victoria including peer support.
- Participate in policy, procedure or program development as required.
- Provide services in a manner consistent with organisation policy and procedures.
- Contribute to the effectiveness of the organisation or the service by offering ideas for improvement in team or other relevant meetings or to the CEO as appropriate.
- Share knowledge and ideas in a constructive manner.

Key Selection Criteria

Experience and demonstrated ability in the following areas are **essential**:

1. Demonstrated experience in the child and family welfare field. This experience will be in Child Protection, Out of Home Care, Family Services and/or other services working with vulnerable families and children.
2. An ability to articulate and integrate theories of child development, attachment, trauma, loss, and grief relevant to children/young people placed in permanent care and adoption.
3. Demonstrated knowledge of the legislation relevant to children in out of home care, permanent care, kinship care and adoption.
4. Comprehensive assessment skills with a capacity to develop wrap around services for families using targeted flexible funding.
5. Outstanding communication, computer literacy, and written skills.
6. Ability to lead, coordinate and supervise the work of a team.
7. A recognised Social Work degree or equivalent with relevant experience in the out-of-home care or family service sector.
8. Must have a current Working with Children Check (card) and undergo a police check.

The position requires sitting for prolonged periods of time working on computer and phone.

Skills and Attributes

<i>Integrity</i>	To be widely trusted, accept responsibility and to respect the need for confidentiality and privacy.
<i>Positive</i>	To have a positive 'can do' attitude.
<i>Innovative</i>	To identify and create opportunities appropriate to the organisation and to balance the competing demands of work within an environment of change and evolution.
<i>Responsibility</i>	To be able to identify and respond to the needs of the organisation and to act independently when required.
<i>Interpersonal</i>	To be confident, logical and organised, with the ability to engage and/or nurture; to build a sense of 'team' within the workplace and help to establish common objectives.
<i>Cognitive Skills</i>	To deal with complexity and use analytical and conceptual skills to reason through problems.

Additional Information

Permanent Care and Adoptive Families is a family friendly workplace offering generous conditions and flexible working arrangements. Employment conditions will draw from those detailed in the *Social, Community, Home Care and Disability Services Industry Award*.

Salary packaging is available to all ongoing and fixed term staff in line with ATO provision for Public Benevolent Institutions.

Professional development and training opportunities are offered to staff, members and **study leave** may also be available in certain circumstances.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist PCA Families in providing a safe work environment for new staff.

Equal opportunity: PCA Families is an equal opportunity employer.

Cultural competency: PCA Families is striving to become a culturally competent organisation. All staff are expected to undergo regular cultural competence training as part of their professional development plans.

Probation: The position of Helpline and Flexi-Fund Senior Advisor is subject to a six month probationary period.

Occupational Health and Safety

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Ensure all work areas are maintained in a safe condition.

Report to work physically and psychologically fit for duty and not affected by alcohol, illegal drugs, medication or other substances.

Ensure Duty of Care is maintained and upheld.

Child Safety

Permanent Care and Adoptive Families recruitment and selection procedures reflect our commitment to the safety of children. Relevant screening, police checks and Working with Children checks will be required.

PCA Families has zero tolerance to child abuse.