

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Children, Young People & Education

DIVISION: Early Help and Children's Social Care

JOB TITLE: **FOSTERING RECRUITMENT OFFICER**

ROLE PROFILE

Job Title:	Fostering Recruitment Officer
Department:	Children Families and Education
Division:	Early Help and Children's Social Care
Grade:	Grade 8
Hours (per week):	36
Reports to:	Team Manager
Responsible for:	The Recruitment Officer will provide significant support to Social Work and other staff in the Fostering Service to maximize the recruitment of new Foster Carers. This is by managing the initial contact process for all foster carer enquiries, imparting knowledge of the fostering task by face-to-face enquiry, phone, email and post as appropriate. The role also requires facilitating community-based events and establishing links with community stakeholders so access to a vehicle is an advantage.

Role Purpose and Role Dimensions:

Assist with answering a dedicated telephone line and online service for initial enquiries from foster care applicants and maintain records relating to enquiries

Organizing and attending events to promote, attract and recruit new foster carers: you will be championing the need for more foster carers in Croydon.

Forge and maintain links with community partners and stakeholders

Be the key link for Fostering Champions and support them in the recruitment of new carers

To share accurate information with the public about fostering and becoming a foster carer; taking the details of any potential foster carer interest

Undertake initial home visits and participate within the assessment process of prospective new carers.

To consistently re-visit closed and on hold enquiries to maximize the opportunity to re-engage.

To own the relationship with potential carers and owning the relationship with the potential carers through to approval.

Prompt handover/ feedback to Social Worker, Marketing Officer about relevant aspects of work

Communicating and reporting on the outcomes of attended events.

To work with the Marketing Officer to utilize and develop social media platforms as part of a marketing strategy

Be proactive in identifying opportunities to support ongoing recruitment of a variety of people to foster such as events and local partnerships.

Assist with delivering and making appropriate arrangements for training programmes and aid with general communication,

Commitment to Diversity:

To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- Foster carers,
- Community Groups, including faith groups and other organisations
- Early help and commissioned services
- Voluntary sector
- Schools
- Children's Social Care
- Police
- Local businesses
- Local elected members

Key Internal Contacts:

- Fostering Service
- Children in Care and care leavers
- Children Social care teams
- EMPIRE- Children in care Council
- Care Leavers Forum
- The Mayor's office

Financial Dimensions:

None

Key Areas for Decision Making:

Providing effective support to the service in identifying and recruiting foster carers

Participate in foster care preparation training

Identifying and contacting relevant community stakeholders

Identify appropriate community based events to promote Croydon Fostering and facilitate the event by transporting equipment to and from venues

Participate in assessment of new carers and participate in promotion events and activities

Case management with supervision from management.

Support for carers going through assessment process alongside the allocated Social Worker

Signpost families to other services and settings within their community

Ensure safeguarding procedures are adhered to in all work with families and child protection concerns are escalated where necessary in line Council Policies

Other Considerations:

Services are available to families when and where they are able to access them. This post may be required to work flexibly to ensure services are available outside of core business hours.

Some marketing events might be organised during evening or weekends .

For facilitating events it is preferable to have use of your own vehicle.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS check

What level of check is required?

Is the post politically restricted
([Click here for guidance on political restriction](#))

No

**Is the post exempt from the Rehabilitation of
Offenders Act (ROA) 1974**
([Click here for guidance on ROA](#))

Yes

Key Accountabilities and Result Areas:

To support the service in recruiting new foster carers that can provide high quality care to our Croydon children in care.

Key Elements:

- Undertaking part of initial enquiries and assessment of foster carer applicants in partnership with the Social Worker and under close supervision.
- Be the lead for community-based events and relationships
- Manage the transportation of equipment to events
- Keeping up to date, accurate electronic case files to monitor work undertaken and evidence the impact of the work and outcomes achieved.
- Undertaking initial visits to potential foster care applicants and provide up to date information about fostering
- Work in a busy and dynamic service and support the recruitment of resilient, nurturing and skilled foster carers to care for a wide range of looked after children and young people.
- Develop and maintain effective professional relationships with all partner agencies to ensure that fostering for Croydon becomes a choice for many local residents.
- Liaising closely with other services to ensure foster carers going through the assessment process have access to appropriate and timely services
- Being a reflective practitioner, developing one's own understanding, knowledge and skills.
- Effectively managing workload data using ICT.
- Contributing to the effective delivery of high quality family engagement services in line with safe practice, with families.
- Actively sharing feedback on team policies and interventions.
- To maintain effective liaison and communication between the relevant team members and with our statutory and voluntary partner agencies on the parenting support work that is taking place.
- Working closely with a range of internal and external agencies specialist workers, police, YOS, settings/schools and community projects with a view to successful integration of Foster carers into universal services.
- To ensure that the line manager is kept informed of major developments, safeguarding and the problems arising from the workload and to seek

advice on these, as necessary.

To provide evidence based training, information and events as necessary to new carers and others

This will involve:

- Alongside Social Workers support the delivery and evaluation of information and training for foster carer applicants
- Support applicants to access and complete training
- Work within the fostering service alongside fostering social workers, placement social workers, foster carers and children's social workers to ensure the profile of fostering remains high in Croydon
- Facilitate drop in sessions for applicants to support training and assessment
- Carrying out visits/ contacts with applicants in a timely way to ensure their engagement
- Ensure the voice of our children is represented in all recruitment of foster carers
- To attend and fully contribute to case discussion groups, supervision and team meetings, and agree a work plan as requested.

To work with our Marketing Officer and Communication Team to develop our recruitment strategy, targeting the recruitment of prospective foster carers

This will involve:

- You will meet regularly with foster carers, organise groups, support events and provide forums for foster carers to share their views to aid retention and assist with service development.
- Act as initial point of contact for new carers
- Act as the key contact for fostering champions
- To engage with a variety of groups /organisations in developing their knowledge and understanding of fostering and actively promoting this as a career option
- You will organise and implement a range of marketing and recruitment activities, including digital advertising, social media, live chat and drop in events, supported by the Marketing Officer.
- You will be expected to manage, track and monitor enquiries in line with service timescales.
- Participating in group supervision meetings with the team and others to share your experience and support other colleagues through reflective discussion and challenge.
- Promoting inclusive practice in all areas of work.
- Maintaining up to date knowledge of legislation and initiatives involving safeguarding, inclusion,

behaviour strategies, and evidence based practice.

- Maintain agreed confidentiality boundaries and appropriate respectful professional relationships.
- Attend and participate in relevant training and personal development opportunities that improve practice.
- Attending and contribute positively to team meetings and reflective practice discussions
- Supporting Customer Focus, Best Value and electronic management of processes.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the Workforce Data Protection Policy.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service

Person Specification

Job Title:

Fostering Recruitment Officer

Training and Qualifications

- Experience and qualification in a relevant field which may include Social work, Teaching, Psychology, Psychotherapy, Youth Work, Counselling, Probation, Health professions, Education, Early Years.

Essential knowledge:

- Fostering Knowledge: An awareness of foster care is essential. Support & training will be provided
- Knowledge and understanding of recent research and evidence based practice in relation to Fostering and children in care
- Understanding of factors when assessing needs, risk and vulnerability and an understanding safeguarding risks
- Experience and knowledge of ways of working that focus on resilience and being solution focussed.
- Knowledge /Experience of developing and delivering events/group or other activities
- Experience of working in diverse settings.
- Marketing: Demonstrating a understanding of promotional marketing and customer relations: including effectively managing and maintaining social media platforms i.e. Facebook, Twitter, Instagram

Essential skills and abilities:

- IT Skills: Good levels of written reports outlining feedback and outcomes of any attended events.
- Flexible working is required which will involve some evening and weekend work.
- Ability to travel around the locality and transport equipment for events so access to a vehicle is preferred.
- Exceptional ability to prioritise workloads, analyse information and develop business and relationships
- Be able to work independently and directly with a wide range of individuals and families in many environments, including their homes, including outside 'core' working hours.
- Excellent oral and written communication skills and the ability to encourage, motivate and positively influence members of the public about fostering
- Ability to deliver and support training (or willingness to learn) programmes that are essential part of the fostering assessment process including ordering resources and consumables
- The ability to work effectively as a member of a multi-agency team, and contribute positively to whole service plans, team development and supervision.
- Ability to be reflective and evaluate learning needs, actively seeking learning opportunities that improve practice and impact on service outcomes.
- Communicate sensitively and clearly to a high standard both

orally and in writing for a variety of audiences.

- Be able to undertake regular presentations at events , team meetings and in other settings to promote fostering
- Maintain appropriate confidentiality boundaries.

Essential experience:

- Prior experience of working within a social care setting / an understanding of looked after children's services and fostering would be a distinct advantage.
- Customer Service: Experience of delivering excellent customer service with an ability to connect quickly with people is crucial to this post, being both approachable and adaptable to styles of audience will be required.
- Significant experience in establishing and maintaining positive professional relationships with members of public/social care
- Evidence of experience of work with children/young people and people within variety of settings and communities and from a range of ethnic, religious and cultural backgrounds-including those who may not have previously accessed services
- Able to contribute to the development and delivery of a programme of work including group work and community activities.

Special conditions:

- Flexible working is required which will involve some evening and weekend work. Ability to travel around the locality and transport equipment for events so access to a vehicle is preferred.