

Job Description

Post:	Recruitment and Engagement Officer
Salary Scale:	£27,488.07 - £33,306.62
Based at:	North Shields
Reporting to:	Recruitment Manager

Normal Working Hours: 37.5 hours across Monday - Sunday. Flexible working arrangements will apply to this post, which will necessitate weekend, evening and home working as required by the business need.

1. Job Purpose

To support the agency in recruiting skilled and suitable foster carers by dealing with initial enquiries, liaising with potential foster carers, attending community based recruitment events, working closely with marketing colleagues, and connecting with current foster carers.

2. Main Duties and responsibilities

- Being the first point of contact for prospective foster carers who interact with Team Fostering. This includes but is not limited to;
 - Telephone calls
 - Email
 - Live Chat
 - Social Media
 - Affiliate companies
 - Enquiries made via the website
- Dealing with all enquiries with a friendly, informed response.
- Responding in a timely and business-like manner to sustain the interest of potential foster carers.
- Managing systems for following up enquiries and ensuring there is cover when they are away.
- Being responsible for creating and maintaining enquirer records and co-ordinating bookings for initial visits.
- Having the knowledge and skills to speak to prospective foster carers about all areas covered by Team Fostering.
- Helping potential carers to understand the role of foster carers, develop the confidence to apply and see Team Fostering as their preferred option.
- Working closely with the Marketing Officers to maintain an active role in our social media campaigns, and profile and responding to new opportunities for promoting Team Fostering to prospective carers.
- Work closely with the Marketing Officers to input on e-coms strategy and update recruitment literature.
- Identify, book and attend appropriate recruitment events in addition to coordinating availability for additional staff and carer attendance.
- Attend and contribute to online and face-to-face recruitment events
- Liaison with current carers to support and promote their ability to recruit potential foster carers via the word of mouth scheme and also to contribute to carer satisfaction.

- Developing a comprehensive understanding and tracking mechanism for the measurement of initial foster care enquiry and associated conversion rate into approved foster carer
- Developing, preparing and sending out information packs.
- Where required, assisting with the administrative tasks for the initial preparation training for carers entering the assessment process.
- Working closely with colleagues to prepare management information by monitoring enquiries, responses and outcomes.
- Contributing to the setting up and improvement of administrative systems throughout the agency.
- Undertake active desktop and primary research in relation to emerging and existing good practice in foster caring regionally and nationally, including competitor analysis
- Supporting communication with established foster carers and building positive relationships to support carer retention.
- Along with colleagues in Marketing, lead the Carer Forum including recruitment of carers to the forum, planning the dates, and compiling the agenda.
- Liaising with colleagues in other departments of Team Fostering to ensure that systems are implemented consistently throughout the agency.
- Having good visibility across the agency amongst staff and carers by attending events and having a presence in our regional offices.
- Setting up Potential Foster Carers with application forms on the bespoke online system
- Undertaking social media checks of Potential Foster Carers.
- Preparing a quarterly Carer Newsletter
- Other tasks relating to the role as determined by the Recruitment Manager or Director of Business Operations.

3. Leadership and management

- To contribute to information sharing with agency management regarding business needs and local authority trends
- Leading the carer forum alongside the Marketing Officer.

4. Communication and Relationships

- To work with the wider team to ensure excellent delivery of services, including developing plans for the service.
- To attend and contribute to Team meetings.
- To receive, process and communicate sensitive, complex information to a range of colleagues, carers and children and young people such as referral information etc
- To work with professional colleagues and to support them professionally
- To work with partner agencies at an appropriate level to offer an outstanding level of customer service
- To represent the Agency in a professional and exemplary manner in all aspects of work

5. Safeguarding Children and Young People

- To commit to safeguarding and promoting the welfare of children and young people and protecting them from risk of harm. The Agency recognises its responsibility to ensure safe and appropriate policies, working practices and systems are in place for all staff working with children and young people.
- To comply with Team Fostering's Safeguarding Policy and promote the safeguarding of children throughout their work
- To undertake mandatory safeguarding training in relation to their work with children and young people

6. Confidentiality

- To safeguard the confidentiality of information relating to carers, children and young people at all times in accordance with agency policies and procedures.

7. Health and Safety

- To comply with Health and Safety regulations and guidance in the course of employment

8. Data Protection

- To comply with the Agency's policies and Data Protection Act in all aspects, with particular reference to the protection and use of personal data relating to carers and children and young people.
- To ensure all data is recorded accurately, timely, up to date and in a non-discriminatory manner.

9. Equality & Diversity

- To comply with the agency's equality and diversity policy and be able to demonstrate their commitment to the policy in all aspects of their work
- To actively promote equality of opportunity and an anti-discriminatory service.

10. Ethos and Values

- To subscribe to the ethos and ethical values upheld by Team Fostering and demonstrate those values in own everyday work

11. Additional Expectations:

- All staff are expected to comply with Health and Safety regulations and guidance in the course of employment
- All staff are expected to comply with the agency's equality and diversity policy, values and behaviours.
- Team Fostering does not allow smoking, including e-cigarette products in the workplace
- The post is subject to an enhanced DBS check