

Job Title	Foster Carer Recruitment Officer
Responsible To	Principal Social Worker – Carer Approvals and Placements
Location	Dublin Office (with the option for blended office/home working following successful probation)
Hours	Full time - 35 hours per week (Flexibility is required between hours 9am and 7pm)
Overall Purpose	To be responsible for the recruitment of foster carers from their initial contact with FFI to their entry into the fostering assessment process. The Recruitment Officer will have responsibility for administration and development of FFI's social media platforms and foster carer recruitment literature whilst delivering excellent customer service at all times.

Core Tasks:

Foster Carer Recruitment Activity

- To complete, process and administer the initial phases of the recruitment process responding to enquiries by phone, email and social media in a timely manner, giving all prospective foster carers a positive experience of FFI
- Engage prospective foster carers by organising and hosting face to face or online information events, identifying and participating in promotional opportunities in the media such as radio interviews, newspaper articles, live social media events
- Where contact has not been achieved, to actively follow up with all prospective foster carers until such time as contact is achieved by either phone, voice mail, email or post and record this contact on the company database
- Where possible schedule a virtual visit or home visit with the prospective applicants in a timely and professional manner. Following a visit, complete a report and submit to the Team Manager for Assessments or designate within one working day and advising the enquirer of the decision once received
- To provide support and guidance to prospective Foster Carers with the completion of any required forms and support them through the application process
- To coordinate the carer ambassador group, utilising the carer ambassadors in the recruitment process to achieve the agency's recruitment target
- To work flexibly including evening work and occasional weekend work as necessary and undertake tasks such as attending recruitment events, meetings and training

Commercial Activity

- To work with FFI's Recruitment and Assessment team to drive carer recruitment activity in line with the agency's business plan and objectives
- To be actively involved in the setting and achievement of foster carer recruitment targets in line with Annual Business Plan and Recruitment and Marketing Plan
- To work with FFI's Placement and Marketing Manager and Principal Social Worker to develop a recruitment strategy that ensures that the agency's business objectives are achieved
- To work with FFI's Placements and Marketing Manager to plan and execute the agency's carer recruitment marketing strategy
- Assist in the design and development of marketing and recruitment material
- To identify creative online opportunities to increase visibility of foster carer recruitment
- To manage the agency social media platforms, creating and developing online content to enhance the recruitment of foster carers and increase engagement across all platforms
- Update the FFI website as required and manage online chat functions

- To monitor recruitment activity undertaken and adapt recruitment plans as needed
- To be responsible for maintaining and updating of accurate records on the company database in line with the carer recruitment process
- To provide statistical data in order to measure progress against key performance indicators relevant to the carer recruitment process
- Provide monthly update on achievement of business targets
- Attendance and participation at all meetings relevant to the post

Flexibility:

Due to the nature of this role, the hours of work will differ from the standard Monday to Friday, 9am to 5pm. You will be expected to work in a flexible way to cover core aspects of the job as they arise. You may be asked to provide additional working time where necessary when tasks not specifically covered in the job description, have to be undertaken and this may include working in the evenings or at weekends on occasions.

Additional Duties:

1. The post holder will respond sensitively and professionally to the children, young people and families who work with FFI.
2. The post holder will be expected to undertake training and development deemed necessary for the pursuance of the post.
3. The post holder will be expected to reach a minimum basic standard of I.T. competence to be able to use company electronic systems effectively.
4. The post holder will be expected to ensure that Health and Safety is observed in the course of employment.
5. The post holder will be expected to ensure and comply with Equal Opportunities Policy and Procedure in all employment practices.
6. The post holder will be expected to comply with the no smoking policy in place.
7. The post holder will be expected to work effectively as part of the FFI team.
8. The post holder will be expected to participate in the development of FFI to meet its aims and objectives.
9. The post holder will be expected to uphold and promote the professional image of FFI and the Key Assets Group at all time.
10. The post holder will be expected to adhere to the principals of the Data Protection Legislation.
11. The post holder will be expected to demonstrate that the Key Assets values are at the centre of all they do.
12. The post holder will be expected to promote and maintain positive anti-racist, anti-sexist and multicultural practices.
13. Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping the Director informed of work in progress and informs the Director immediately of any child protection matter or serious complaint. Ensuring compliance with Child Protection Procedures with special reference to Children First Guidelines, Children First Act 2015 and reporting procedures.

Fostering First Ireland – Person Specification for Recruitment Officer

	Essential (E) Desirable (D)	Evidenced
Qualification		
A minimum of a level 8 qualification in marketing, business or related area	E	Application
Experience		
At least 5 years' experience within a customer focused service or sales environment.	E	Application /Interview
To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office	E	Application /Interview
Proven track record of achieving results as an individual in a target orientated environment	D	Application /Interview
Experience of working in social services, welfare or care environment	D	Application/ Interview
Experience of establishing new client groups, sales and/or customer service	E	Interview
Demonstrate customer relationship experience	E	Application /Interview
Ability to compose clear, accurate and concise reports including the preparation of statistical reports	E	Interview
Experience successfully executing sales or marketing activities	E	Application /Interview
Experience populating and developing content for social media platforms	E	Application /Interview
Experience using word press and updating website content	E	Application /Interview
Personal Skills		
You will have an enthusiastic approach to work and excellent communication skills	E	Interview
Flexibility to work under pressure and handle changing priorities and deadlines	E	Interview
Ability to communicate effectively with people at all levels	E	Interview
Work efficiently and possess good accuracy and attention to detail	E	Interview
Strong drive and energy, ambition to succeed and strong interpersonal and organisation skills	E	Interview
Ability to work under minimal supervision, to make decisions and act on own initiative	E	Interview
You will have a professional demeanour with excellent customer service skills	D	Interview
Demonstrate a willingness to learn about the agency and the environment within which operates	D	Interview
Have an interest in making a difference in the lives of children and young people	E	Application /Interview
Miscellaneous		
Willingness and ability to work flexibly including evening work and occasional weekends as necessary	E	Interview
Ability and willingness to travel including occasional nights away from home as and when necessary	E	Interview
An appreciation and commitment to Health and Safety issues in the workplace	E	Interview
A commitment to Equal Opportunities in all work practices	E	Interview
Full current Driving Licence and have the use of a car in roadworthy condition for travel	E	Interview