

**Foster Care Association of Victoria
Position Description**

Position Title:	Carer Advocate, Learning and Development Coordinator	Date:	July 2026
Department / Location:	2 Greenwood St, Abbotsford VIC 3067	Reports to:	Carer Support Team Manager

1. ORGANISATIONAL CONTEXT:

The Foster Care Association of Victoria (FCAV) is the peak body for Victorian foster carers. For over 30 years, the FCAV, as a carer-led, not-for-profit organisation, has been working towards better outcomes for foster carers and the children and young people in their care.

The Foster Care Association is here to provide information, support, and advocacy to all Victorian foster families. Our work directly impacts on the care provided to the thousands of Victorian children and young people in foster care by providing:

- **Carer Support Team –**
 - **Carer Advocates** - free, independent advice and support to foster carers through one-to-one support to carers and strong relationships with Community Support Organisations (CSOs), Aboriginal Community-Controlled Organisations (ACCOs) and key stakeholders to work collaboratively to assist foster carers.
 - **Carer Assistance Program** - free, confidential short-term counselling to foster carers, permanent carers, and adoptive parents.
 - **Learning & Development** - free forums and carer events, for information exchange, connection, and wellbeing support for carers.
- **Advocacy** - Advocating on behalf of foster carers to government, their agencies, in the sector and the community.
- **Community building** - as the only centralised body for all foster carers in the state.
- **Promotion of the carer voice** - through member forums, research, and engagement.
- **Carer news and information** - through our comprehensive website, social media pages & regular newsletters.

The Foster Care Association represents all foster carers across Victoria. In tandem with one-to-one support we provide to individual foster carers, our role as a membership Association is to advocate for vital improvements to the foster care system. Our current member database consists of over 4,500 carers and the wider sector and community.

The Foster Care Association is mandated to strengthen Victoria's investment in greater recognition, respect and resources for foster carers, the volunteers who every day and night make a difference in the lives of Victoria's children and young people.

2. POSITION SUMMARY

The Carer Advocate and Learning and Development Coordinator is under the Social, Community, Home Care and Disability Services Industry Award 2010 and is accountable to the Carer Support Team Manager.

The position objectives are:

Carer Advocate

- Provide prompt, responsible, and accurate information and advice to foster carers
- Provide case management and advocacy support, addressing complex issues including Client Incident Management (CIMS) investigations
- Record and maintain files & case notes in the CMS database (Salesforce)
- Liaise with Community Support Organisations (CSOs), Aboriginal Community-Controlled Organisations (ACCOs) and Department of Families, Fairness and Housing (DFFH) as required
- Contribute to the development of carer resources such as Information Sheets
- Report on Key Performance Indicators (KPIs), monitoring outcomes and supporting organisational objectives.

Learning and Development

- Develop and host Learning & Development sessions and carer forums, based on carer and sector needs.

Carer Assistance Program (CAP) Triage

- Manage online referrals and engage with carers to book initial appointments for therapeutic counselling
- Facilitate and deliver 'Chat with CAP' information sessions for stakeholders
- Contribute to the marketing, promotion and sector engagement of the CAP service.

Staff Wellbeing Portfolio

- Conduct needs analysis in relation to staff wellbeing
- Coordinate wellbeing activities and events for staff
- Oversee the Wellbeing budget.

3. Key Selection Criteria:

Demonstrated knowledge and experience

- Professional experience working in the Child and Family Welfare; in home-based care, Child Protection, family services, or other services working with vulnerable families and children
- Demonstrated understanding of the Victorian home-based care system, particularly foster care
- Knowledge of current State legislation relevant to the Victorian Out-of-Home Care (OOHC) system
- Knowledge of government and non-government services relevant to foster carers
- An understanding of child development and theoretical frameworks for trauma, grief, loss and attachment relating to children and young people placed in foster and permanent care
- Ability to inform broader advocacy work within FCAV.

Interpersonal skills and attributes

- Outstanding communication and written skills
- Strong advocacy and negotiation skills
- Ability to be discreet, sensitive and ensure confidentiality is always maintained
- Ability to work as a positive member of a team, participating in individual and group supervision
- Manage projects as required
- Assist in project tasks within the team such as team planning and development
- Event coordination, Program/ Project Management, evaluation and reporting experience.

Capabilities

- Competent skills in database management
- Competent computer skills in MS Office suite, Email and Case Management Software
- Driver's license essential, and ability to travel regionally as required.

4. Qualifications

- A recognised Social Work or Psychology tertiary qualification or equivalent.

5. Key Areas & Responsibilities

Area	Key Responsibilities
Respond to foster care enquiries, assist carers with complex issues	• Provide information, support, advice and advocacy to support carers. This includes offering support via email, phone / video calls or offsite meetings as required • Provide information and guidance to carers on issues of concern and navigating the OOHC system • Assist with or advocate on behalf of carers within the OOHC system • Provide case management support to foster carers dealing with complex matters • Provide carers with information and advice re further support / counselling services as appropriate • Maintain confidentiality in all circumstances in accordance with FCAV Policies and Procedures and Privacy Legislation.
Client Incident Management System (CIMS)	• Ensure carers are supported through the Client Incident Management System (CIMS) process in a timely and respectful manner, advocate for procedural fairness • Provide preparation advice for CIMS interviews, attend carer interviews and debrief carers during investigations • Liaise with CSOs, ACCOs and DFFH as required during investigations • Ensure carers are aware of their rights and review processes within the CIMS system. • Provide advice and support to carers during the Social Services Regulator Section 81 Independent Investigations.

Administrative tasks of the Carer Support Team	• Manage a complex caseload within a duty roster system • Record and maintain accurate carer data and case notes within the FCAV database system in a timely manner • Complete other administrative tasks as required.
Liaise with CSOs, ACCOs and DFFH	• Work with key agencies and DFFH to clarify or resolve complex issues arising for carers • Work with the Carer Support Team Manager to build relationships and promote the work of the FCAV and current projects • Establish and maintain positive working relationships and protocols with DFFH, CSO and ACCO staff across all areas/regions.
Information Sharing	• Provide relevant and accurate resource information to carers • Maintain up to date knowledge of appropriate resources and information • Share information within FCAV as appropriate to support team knowledge and skills.
Team Participation	• Fully participate in team meetings and planning days, both for the Carer Support Team and the wider FCAV staff • Work in a cooperative and helpful manner with other staff • Fully participate in supervision meetings • Take responsibility for quality and timeliness of own share of work.
Cultural Safety	• Engage in continuous cross cultural learning opportunities to increase understanding and appreciation of diverse cultures • Demonstrate behaviours and attitudes that are understanding, respectful and inclusive of diverse cultural perspectives within FCAV, other organisations (e.g. ACCOs) and directly with carers.
Manage the Workplace Wellbeing Plan for FCAV	• Manage and update the Workplace Wellness Plan • Coordinate regular wellbeing initiatives • Monitor the annual budget for the Wellbeing Plan.
Coordinate forums and learning & development opportunities for carers	• Create partnerships with Agencies, ACCO's and other stakeholders to develop and co-host Learning & Development opportunities based on carer and sector needs • Host a minimum of four forums for carers per year, such as podcasts or webinars • Host four 'Chat with CEO' and Induction sessions per year.
CAP Triage Role	• Review online referrals and phone carers to schedule initial therapeutic counselling appointments • Manage an online booking system and reminders for initial appointments • Host the 'Chat with CAP' information sessions for stakeholders • Participate in the marketing, promotion and sector engagement of the CAP service to enhance awareness and accessibility.