**Job Title:** Carer Recruitment Officer

**Location:** Office based, as required

**Reports to:** Registered Manager

**Accountable to:** Head of Carer Recruitment and Registered Manager

**Job Purpose:**

* To maximise the recruitment of new Foster Carers. This should be done by managing the initial enquiry process for all locally sourced foster carer enquiries imparting knowledge of the fostering task by phone, email and post as appropriate.
* To expedite the booking of initial visits for all suitable enquirers from all channels of enquiry
* To drive carer referrals working with the Registered Manager and local team.
* To nurture enquirers not yet ready for initial visits/application, building in regular contact over a number of months or years. Arranging for opportunities to engage face to face with these enquirers as and when appropriate to build rapport and loyalty to the agency brand.
* To consistently re-visit closed and on hold enquiries to maximise the opportunity to re-engage.
* To conduct Initial Visits as deemed appropriate by Registered Managers and/or National Head of Recruitment. To actively support the RMs with carer loyalty/retention and net carer growth.
* To own the relationship with potential carers taking qualified leads from the Fostering Advisors and owning the relationship with the potential carer through to panel.
* Ensure Safe Practice Guidelines are followed when visiting carer homes

**Key Stakeholders:** Foster Carer Recruitment Managers, Fostering Advisers, Carer Recruitment Officers, Marketing Team, Team Managers, Regional Directors

**Key Responsibilities:**

RECRUITMENT PIPELINE – 75%

* Work with the RM to exceed the local recruitment target, creating opportunities to engage with existing NFG carers to promote carer referrals.
* To manage the carer journey up until the point of the end of assessment, working with the agency team, proactively involved in weekly pipeline calls, highlighting any pinchpoints in the pipeline and working with the RM to find solutions.
* To be the ‘go to’ person for the applicants throughout their recruitment journey from enquiry to approval, maintaining contact after approval.
* Conduct initial enquiry calls with all employee and carer referrals/Recommend Us enquiries.
* To promote fostering and raise awareness of fostering in areas key to carer growth for the agency and to drive enquiries.
* To involve existing foster carers in promoting fostering, generating enquiries and providing support to enquirers via telephone calls and/or visits as needed.
* Conduct initial enquiry calls with all local driven enquiries
* To facilitate or conduct face to face meetings with enquirers not ready for Initial Visits to build rapport & loyalty and nurture for the future pipeline
* To ensure that Initial Visits are booked efficiently and effectively on the first possible date the enquirer is available including evenings and weekends where necessary.
* To conduct Initial Visits as and when deemed appropriate by the Registered Manager and/or the National Head of Foster Carer Recruitment.
* To complete Initial Visit reports submitting them in line with the Foster Carer Recruitment Journey timelines.
* Collate evidence of previous local recruitment activity including carer referral activity and subsequent outcomes to inform future strategy.
* Engage with colleagues to maximize the opportunity to promote the importance of foster carer referrals.
* Engage with enquirers at the initial visit stage to maximize the opportunity for foster carer referrals
* Collect information on local competitor carer proposition and recruitment activity (LAs and IFAs).
* Proactively uncover and resolve any unnecessary delays in the foster carer recruitment journey through regular pipeline calls/meetings.
* Build and maintain relationships with all stakeholders in the foster carer recruitment journey
* Follow the agreed timescales of the foster carer journey.

ADMINISTRATION – 15%

* Complete and monitor all appropriate ‘Recommend Us’ administration to ensure carer referral payments are made when applicable.
* To enter all local recruitment enquiries onto Charms within the Foster Carer Recruitment Journey timelines.
* Undertake full screening of suitable carer referral enquiries at the initial screening and progress to the next stage of the recruitment process as appropriate.
* Record screening and appropriate carer journey information using accurate and professional terminology.
* Maintain safe and compliant records.
* Analyse weekly and monthly reports on enquiry activity.
* Compile ad hoc reports on local recruitment activity and outcomes as and when requested.
* Prepare regular reports/updates for the RM and social work team on the progression of each progressed applicant throughout the journey.
* To conduct regular reviews of data, contacting all enquiries (from enquiry to application received) where previous contact has not successfully made or sustained.

MAINTAIN EFFECTIVENESS – 10%

* Attend meetings and be available for conference calls as appropriate.
* Meet regularly with Registered Managers, Carer Recruitment Officers and the Foster Carer Recruitment Managers to review recruitment and engagement strategies and agency Loyalty Plan.
* Analyse reports to recognise factors that will help inform future carer referrals & carer recruitment.
* Analyse carer journey timescales and with the RM work towards meeting fostering division KPIs on timescales from enquiry to assessment.
* Uncover opportunities to improve the applicant and carer experience and progress with the RM and team.
* Work with the local team, Head of Carer Recruitment, Loyalty Manager, the National Assessment Service and Marketing to influence and maximise net carer growth.
* Attend the quarterly Carer Recruitment meetings and participate in these meetings sharing best practice and following up on agreed actions.

**General**

* Work in accordance with policies and procedures in the Group, observing at all times the strict rules of confidentiality appropriate to the role and the provisions of Data Protection legislation.
* Participate in an annual performance review programme.
* Attend divisional meetings and training sessions when requested.
* Undertake any other duties as are reasonably requested from time to time in line with the purpose of this post.
* There is an expectation that annual leave will not be taken during key Foster Carer events and recruitment periods throughout the calendar year – Fostering February, Foster Care Fortnight (May), January and September.

**Key Challenges**

* There will be peaks in activity throughout the year which will increase the workload significantly
* The need to prioritise carer recruitment over administration tasks and report deadlines.
* This description is not definitive and will be subject to change on recommendation of and in consultation with the post holder, their accountable manager and senior National Fostering Group management.

**Standard responsibilities:**

There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within NFG are expected to be familiar with and adhere to:

* Participates in an annual performance review programme.
* Works at all times, in accordance with the policies and procedures of the NFG and statutory regulations applicable to the Group.
* NFG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to work in accordance with this.
* Undertakes other duties as assigned.

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| **Job Holder** |  |  |
| Name: | Signed: | Date: |
| **Signed on behalf of the NFG** |  |  |
| Name: | Signed: | Date: |