

Role Description

Role Title:	Learning Support Advisor: Student Welfare
Ministry/Corporate Portfolio:	Mater Education
Location:	Springfield
Enterprise Agreement/Award:	N/A
Classification:	N/A

Role Purpose

Mater Education runs unique hospital-based education for a wide range of health students. These students require support as they navigate the demands of their studies, practical placements, and career planning. The **Learning Support Advisor Student Welfare** role works closely with Educators to provide academic and social support and facilitate student engagement with our programs. The role is part of a small team of advisors who provide specialist support in areas such as pathways, numeracy, language and literacy, and learning needs. The team works cohesively to ensure consistent support and cross-skilling within their portfolios.

Role Responsibilities and Accountabilities

Every Mater Person is required to understand and deliver on a series of responsibilities which they are accountable for. Mater People are required to act and work in the best interests of Mater and are accountable for their own behaviour, performance, development and contribution to the strategic and operational objectives of the organisation.

These accountabilities and responsibilities include, but are not limited to:

Your Position

- Monitor and support the holistic wellbeing and welfare needs of the students.
- Ensure students receive the social and emotional support required to develop knowledge, understanding and skills that support learning, positive behaviour and constructive social relationships.
- Assess student needs and facilitate access to appropriate support and referral to services as required.
- Develop and implement structured welfare programs to support student wellbeing.
- Educate students about safe practices, how to seek further assistance and guidance across a range of welfare related matters.
- Identify, monitor, and develop intervention strategies for at risk students.
- Liaise with students, carers/parents/guardians, Educators and other stakeholders to resolve student issues.
- Provide training for teachers and support staff across welfare related areas including how to respond to and manage a range of challenging situations.
- Provide reports to the Education Manager.

Although the primary focus of the role is to provide the welfare support functions as described above, there may be a need to work within the academic skills development space. This would involve:

- Provide timely, targeted, and inclusive front-line academic learning services and strategies to support the development of Mater Education students.

Creation Date:	July 2024	Last Revision Date:		Version Number:	1
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- Liaise with program educators to monitor needs within the student body.
- Prepare quality learning support resources for use by students and other educators in program delivery.
- Deliver virtual and face-to-face support services workshops for students.

Your Organisation

- Accept, adhere to and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and frameworks that promote 'zero harm' to Mater People and 'zero preventable harm' for patients.
- Participate in creating an environment that strives for customer satisfaction.
- Participate in meetings and forums as required.
- Foster a collaborative work environment and maintain open communication through effective interpersonal skills and appropriate forums.
- Fulfil required corporate, mandatory and other education and/or professional development and competency requirements within stipulated timelines.
- Accept individual responsibility and accountability for own performance and professional development.
- Accept and adhere to all policies and procedures of Mater and your employment location.
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

Selection Criteria

Suitability to the role shall be determined by suitability to meet/satisfy the following stated qualifications, skills, knowledge and experience. Other additional qualifying criteria, such as licenses, registration and/or vaccinations relevant to this role are prescribed by Mater policies and procedures.

Qualifications

Mandatory

- Education, training and/or experience equivalent to completion of a degree with a strong relevance to social work and counselling.

Desired

- Current Certificate IV in Training and Assessment (TAE).

Skills, knowledge and experience

- A sound knowledge and experience of providing welfare support and should have qualifications / experience in this area (for example, qualifications in Counselling, Youth Work, Social Work or Education / Counselling related discipline.)
- Demonstrated understanding of the issues that affect adult learning development, retention and success in secondary / tertiary education.
- Demonstrated ability to work in partnership with a diverse range of student and staff stakeholders.
- Highly effective written, verbal and digital communication skills.

Behavioural Standards

Every Mater Person shall adhere to the Mater behavioural standards that include the Mater Mission, Values and Code of Conduct as well as any other relevant professional and behavioural standards,

translating these into everyday behaviour and action, and holding self and others to account for these standards.

Mission, Vision and Values

We are our Mission. For more than a century, we have existed to respond to unmet community need; to provide compassionate care to those who need it most. Our Mission, Vision and Values are our constant guide to make appropriate decisions for a sustainable, socially relevant service that is genuinely committed to the delivery of a healthy community for everyone.

All Mater People are required to adhere to relevant professional standards and the Mater behavioural standards, including those that support the Mater Mission, Vision and Values, and promote an ethical environment in accordance with the Code of Conduct. In doing so, it is expected Mater People will hold both themselves and others to account for these standards, with a focus on maintaining the quality and safety of services.

Our mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries

Our vision

To empower people to live better lives through improved health and wellbeing

Our values



We honour and promote the dignity of human life and of all creation



We act with compassion and integrity



We strive for excellence