

# Position description

<b>Position title:</b>	<b>Reconnect Program Support Officer</b>
<b>School/Directorate/VCO:</b>	<b>Federation TAFE</b>
<b>Campus:</b>	<b>SMB Campus. Travel between campuses will be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 5 range</b>
<b>Employment mode:</b>	<b>Fixed-term appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>849363</b>
<b>Further information from:</b>	<b>Tim Bowler, Education Manager – Corrections and Commercial Telephone: (03) 5362 2659 E-mail: t.bowler@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Associate Professor Barry Wright, Executive Director, Federation TAFE</b>

**This position description is agreed to by:**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**The University reserves the right to invite applications and to make no appointment.**

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources  
Document owner: Manager, HR Shared Services

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## Position summary

The focus of the Reconnect project is to engage people (17 - 64 year old) who have disengaged from education, training and/or the workforce through the provision of individualised wrap-around student supports. Reconnect participants will receive this support in order to enrol in and complete an accredited Victorian Training Guarantee (VTG) course and transition to further education or employment.

The project is a joint initiative between Federation College within Federation University Australia and the TAFE and Skills First. The Local Government regional municipalities for delivery of the Reconnect project services include: Ararat, Ballarat, Central Goldfields, Hepburn, Horsham, Moorabool, Northern Grampians, and Pyrenees.

The Reconnect Support Officer will provide support to young people 17 - 64 years by outreach support, planning of educational support needs, referral support, placement mentoring and administration and monitoring of program outcomes.

The Reconnect Support Officer will work under the supervision of the Project Coordinator, Reconnect who will provide day to day operational support.

## Key responsibilities

1. Engage individuals 17 - 64 years who satisfy the eligibility criteria to participate in the Reconnect program, and undertake assertive outreach to initiate and maintain contact with people at risk of disengagement from services and community.
2. Use written and verbal communication to advocate on behalf of people in the target population and in consultation with other key stakeholders such as LLO's, industry and employers.
3. Establish key contacts with a range of service providers to facilitate referrals and links to a range of services including primary health, housing, legal, justice, employment and educational activities.
4. Collaborate with other support services and community based activities to integrate support and provide optimal service provision to achieve individual participant and overall program goals.
5. Contribute to the administration and maintenance of a service delivery model for people (from the target population) through the recording and reporting of activities undertaken and success rates of each.
6. Maintain detailed records and verbally report program participants' on-going progress and pastoral care in consultation with teachers, employers, support workers and other third parties.
7. Contribute to continuous quality improvement in relation to service delivery by identifying and developing those activities which best achieve program outputs, while complying with applicable University policies and procedures.
8. Ensure administrative activities and documentation are completed accurately and in accordance with specified deadlines, to ensure internal and external reporting requirements are met.

9. Other duties as directed by the Project Coordinator, Reconnect.
10. Reflect and embed the University's Principles, Strengths and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Interim Charter at:  
[http://federation.edu.au/\\_data/assets/pdf\\_file/0005/205268/2015-Charter-FINAL-041114.pdf](http://federation.edu.au/_data/assets/pdf_file/0005/205268/2015-Charter-FINAL-041114.pdf)
11. Undertake the responsibilities of the position adhering to:
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

Under the general direction of the Project Coordinator, Reconnect, the Reconnect Support Officer will provide effective delivery of daily program activities, this includes contributing to developing processes, completing required administrative duties, maintaining contacts and meeting the required outcomes of the Reconnect program that contribute to achieving the desired outcomes for the University, and meeting the Skills First specified contractual obligations.

The Reconnect Support Officer is required to display initiative and suggest solutions to ensure the effective delivery of the day-to-day administrative support in line with the responsibilities of the position, University policies and procedures and the terms of the Skills First contract.

The Reconnect Support Officer will be also be required to make day to day decisions related to referrals and administration with guidance from the Project Coordinator, Reconnect which will impact on program participants and the achievement of program targets and objectives.

## Training and qualifications

Completion of a related degree without subsequent relevant work related experience, or completion of a related advanced diploma qualification and at least 1 years subsequent relevant work experience, or completion of a relevant diploma qualification and at least 2 years subsequent relevant work experience, or completion of a relevant Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

A valid Working with Children's Check

A Certificate IV in Training and Assessment TAE40110 is desirable but not essential.

## Position/Organisational relationships

The Reconnect Support Officer reports directly to and receives general direction from the Project Coordinator Reconnect and works closely with other Reconnect Program and University staff. The Reconnect Support Officer is further required to liaise and work collaboratively with key stakeholders including support agencies and community based services.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a related degree without subsequent relevant work related experience, or completion of a related advanced diploma qualification and at least 1 years subsequent relevant work experience, or completion of a relevant diploma qualification and at least 2 years subsequent relevant work experience, or completion of a relevant Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

A valid Working with Children's Check.

A Certificate IV in Training and Assessment TAE40110 is desirable but not essential.

2. Demonstrated knowledge and understanding of life cycle development, including the diverse range of program participants across a large geographical location, and the capacity to work within an Outreach model of service delivery.
3. Demonstrated experience in applying a range of interventions including assessment, case work, care planning, group work, advocacy, crisis intervention and collaborative outreach based service delivery.
4. Demonstrated experience in designing group activities and facilitating group work with people.
5. Demonstrated administration skills including developing case plans, professional case noting, writing reports and effective time management skills.
6. Demonstrated ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
7. Demonstrated capacity to work effectively both independently and within a multidisciplinary team setting.
8. Demonstrated working knowledge and application of the Child Safety Standards.
9. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.