

Position description

Position title:	TAFE Student Support Officer
School/Section/VCO:	Federation TAFE
Campus:	SMB Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 6 range
Employment mode:	Fixed-term appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849768
Further information from:	Jo Reid, Apprenticeship Compliance Officer Telephone: (03) 5327 8266 E-mail: j.reid@federation.edu.au
Position description approved by:	Associate Professor Barry Wright Executive Director, FederationTAFE

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

As a member of Federation TAFE you will foster student engagement by enhancing the progress, status and wellbeing of students through the development and implementation of strategies and the provision of internal and external referral services.

The TAFE Student Support Officer will work collaboratively with other University student support services and external agencies in order to provide support that addresses personal barriers which may inhibit students' progress on their educational pathway to meet minimum service standards of the Community Service Funding project.

A current Victorian Drivers licence and travel between campuses and other locations including Maryborough will be required.

Key responsibilities

1. Provide a 'first point of contact' support service that will advise and link students to the most appropriate internal and/or external support services to meet their needs.
2. Develop relationships, liaise and work collaboratively with the University's student support services and external (government and non-government) agencies to develop strategies and processes which support the physical, mental health and general wellbeing needs of students.
3. Collaborate and work closely with the Federation TAFE Education Managers to promote, implement and monitor socially inclusive support programs that respond to the physical, intellectual, social, spiritual and cultural needs of students.
4. Undertake a direct program provision role by organising and providing services that address the health, wellbeing and engagement of students within Federation TAFE.
5. Actively participate in regular team reflective practice sessions including team meetings and professional development.
6. In consultation with the Education Managers provide a support and referral service for staff and young students dealing with issues of child protection.
7. Maintain confidential student case notes, records and communication logs related to access and participation in support programs and services as well as monitor progress.
8. Work collaboratively with immediate supervisor to identify efficiencies and continuous improvement opportunities and develop, implement and monitor the effectiveness of approved new and revised processes and programs.
9. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
10. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - 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

The TAFE Student Support Officer works under general direction and reports to the Apprenticeship Compliance Officer.

The TAFE Student Support Officer will be required to work collaboratively on a day to day basis with the TAFE Teachers and liaise with the Education Managers and Administrative staff at all campuses/locations. The position will have a working knowledge of the issues and challenges faced by students that impede learning and will implement strategies and processes that enables their retention and successful educational outcomes.

The TAFE Student Support Officer will be required to make sound decisions, solve problems and make judgement on the appropriate referral services and will utilise technical knowledge, experience and understanding of legislation, policies, procedures, theory and best practice within an education setting to achieve the minimum service standards of the Community Service Fund Project.

Training and qualifications

A degree (preferably in social work or rural social welfare) with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

The TAFE Student Support Officer will be required to hold a current Victorian driver's license.

Position/Organisational relationships

The TAFE Student Support Officer reports to and receives general direction from the Apprenticeship Compliance Officer and is provided with operational guidance and support by the Director Operations and General Manager (TAFE).

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. A degree (preferably in social work or rural social welfare) with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

The TAFE Student Support Officer will be required to undertake a Working with Children's Check prior to commencement.
2. Demonstrated skills and experience in working with a diverse and broad range of students and their families in a case management and/or counselling role in an educational setting.
3. Demonstrated knowledge and understanding of the issues and challenges facing young students and the available support services to assist in educational engagement and retention together with an understanding of associated legislative requirements including mandatory reporting, OH&S, anti-discrimination, privacy and duty of care.

4. Demonstrated interpersonal and communication skills with the ability to establish collaborative and effective relationships with a wide range of people at all levels including the ability to investigate and collate information to develop succinct case notes, reports and documents.
5. Demonstrated organisational and administrative skills with the ability to plan, organise and prioritise work in a work environment with conflicting deadlines and priorities.
6. Demonstrated ability to work within a team environment as well as independently maintaining confidentiality in dealing with sensitive matters.
7. Demonstrated ability to anticipate and resolve complex problems displaying sound judgement and initiative.
8. Demonstrated computer literacy including the ability to use a range of Microsoft applications such as Word, Excel, Outlook and PowerPoint and web based software.
9. Hold a current Victorian Drivers licence.
10. Demonstrated working knowledge and application of the Child Safety Standards.
11. 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.