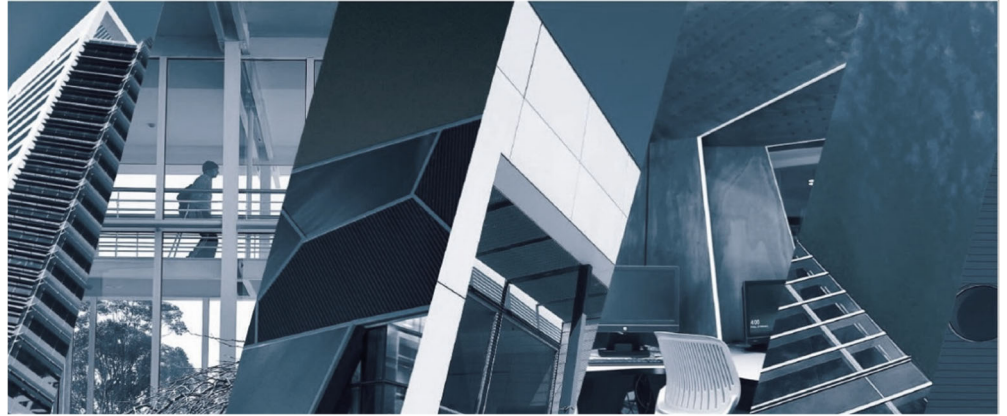


Position Description



| | |
|---------------------------|--|
| Position title: | TAFE Student Support Officer (Foundation Programs) |
| School/Directorate/VCO: | Federation TAFE |
| Campus: | SMB Campus. Travel between campuses may be required. |
| Classification: | Within the HEW Level 6 range |
| Time fraction: | Full-time |
| Employment mode: | Fixed-term employment |
| Probationary period: | This appointment is offered subject to the successful completion of a probationary period. |
| Further information from: | Ms Jo Reid, Apprenticeship Compliance Officer Telephone: (03) 5327 8266 E-mail: j.reid@federation.edu.au |
| Recruitment number: | 850062 |

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

This position description is agreed to by

Employee name

Signature

Date

Portfolio

Federation TAFE is home to vocational education and training delivered by Federation University Australia and offers a broad range of quality education and training programs, reflecting state and national priorities that address the training needs of individuals and industry.

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 (Foundation Programs) will work collaboratively with other University student support services and external agencies to provide support that addressing personal barriers which may inhibit students' progress in their VCAL, Foundation or Pre-Apprentice Programs 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 to 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 enrolled in Foundation Programs.
4. Undertake a direct program provision role by organising and providing services that address the health, wellbeing and engagement of foundation or pre apprenticeship students within FedUni 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 strategic purpose, priorities and goals 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 (Foundation Programs) works under general direction and reports to the Apprenticeship Compliance Officer.

The TAFE Student Support Officer (Foundation Programs) will be required to work collaboratively on a day to day basis with TAFE Teachers and liaise with Education Managers and Administrative staff at all campuses/locations. The appointee will have a working knowledge of the issues and challenges faced by students enrolled in VCAL, Foundation or Pre-Apprentice Programs that impede learning and will implement strategies and processes that enables their retention and successful educational outcomes.

The TAFE Student Support Officer (Foundation Programs) will be required to make sound decisions, solve problems and make judgements 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 youth or social work) 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 and Organisational relationships

The TAFE Student Support Officer (Foundation Programs) 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 youth or social work) 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 (Foundation Programs) 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 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.

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

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.