

Position Description

Position Title	Koorie Student Support Officer
Portfolio	Student Experience
Division	Student Experience
Department/Cost Centre	Koorie Support - 05090
Classification	Specialist Staff Level 4
Position Number/s	102626
Reporting to	Manager – First Nations Community and Student Engagement
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast-paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. SWTAFE campuses are situated on the lands of the Gunditjmarra, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr Nation, and the Tjap Wurrong and Bunganditj Peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and further delivery site at Glenormiston.

Our **Vision** – A lifetime of opportunity for all.

Our **Role** – To provide education and training that enables students and our region to thrive.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Student Experience Portfolio is an integral part of SWTAFE's commitment to providing exceptional support and resources for its students. The portfolio encompasses front-facing support departments including Student Administration, Disability Support, Student Engagement and Support and oversees three regional SWTAFE campuses. These departments collaborate to provide a holistic and inclusive student experience and aim to foster a supportive learning environment that empowers students to achieve their academic and career goals.

The Student Administration department assists prospective students with course information and application processes. Disability Support and Koorie Support teams offer specialised assistance and resources for students with disabilities and Aboriginal and Torres Strait Islander students respectively.

These teams provide specialised assistance, advocacy, and resources to ensure that every student has equal access to education and opportunities for success.

The Learning Support Unit improves foundational skills, and Wellbeing Support focuses on the mental, emotional, and physical well-being of SWTAFE students. The Skills & Jobs Centre provides career guidance, job placement, and industry connections. The Reconnect Program plays a crucial role in supporting individuals who have become disengaged from education or employment. The Apprenticeship Support Officer provides advice and support to the region's apprentices. This portfolio provides a holistic approach to ensuring students develop skills in line with their personal career aspirations.

The Student Experience Portfolio also ensures convenient access to education and support services by overseeing regional campuses in Colac, Hamilton, and Portland.

Position Overview (Your Opportunity)

The Koorie Student Support Officer works with Indigenous students at SWTAFE to mitigate factors that may affect the personal, social, educational and employment achievements of this group of students and impede Koorie student engagement and learning. The role involves assessment of all individual Koorie-student goals, needs, and risks, and the development and implementation of culturally appropriate strategies and support to address these, including referral to external agencies where appropriate.

The position is focussed on providing direct support to Indigenous students and will assist in supporting Koorie learners through SWTAFE's student administrative processes, and by providing advice and referral to wrap-around supports which aid in ensuring a successful outcome for Koorie students. Koorie Student Support Officer will support Koorie students to identify, and assist in dismantling, barriers to attendance and/or learning and employment options.

The Koorie Student Support Officer role also provides support and advice to teachers, to identify cultural appropriate strategies in classroom situations and in the management of individual student issues.

This role works closely with the Manager – First Nations Community and Student Engagement, who is responsible for providing a broader and more strategic approach to Indigenous cultural inclusivity and awareness across SWTAFE and will engage with the Aboriginal community at the organisational level.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation.

These accountabilities include but are not limited to:

Your Position

- Proactively support Koorie students to complete enrolment activities and other SWTAFE administrative processes (including accessing identification and proxy declarations for enrolment) and provide support with Koorie student induction and onboarding
- Proactively support Koorie students to engage in classroom activities: through individual learning plans and early intervention, assist in identification of issues obstructing academic progress; and support the development of strategies for managing these issues, including implementation of support services such as wellbeing, financial, engagement and learning support
- Liaise and work with teaching and other support staff to ensure an understanding of Koorie issues and how challenges can be compounded when considering other intersecting identities, such as youth, LGBTQI+.
- Support these staff with culturally specific advice to empower a student's participation, engagement and learning outcomes.
- Provide support to the Manager – First Nations Community and Student Engagement to implement innovative support services to meet the needs of individual Koorie students and groups
- In conjunction with Manager – First Nations Community and Student Engagement, deliver Koorie-student focused social events and activities aimed at increasing participation in campus life and supporting successful study
- Engage in Koorie-student activities and excursions when needed to develop a positive rapport with students

- Work with, and provide case management support to Koorie students in need, utilising a range of solution focussed, strength-based approaches and support techniques.
- Act as the first point of contact for critical incident intervention; work with involved parties (which may involve immediate and extended family within the Aboriginal community) to develop strategies to enable ongoing management of these situations and ensure appropriate incident report documentation is completed. Provide decision making advice to ensure culturally safe and trauma informed outcomes
- Implement procedures for referrals to external support agencies and, where appropriate, provide referrals and support attendance to appointments at such agencies or support groups, maintaining necessary documentation, records and statistics in order to comply with statutory requirements
- Develop and maintain professional relationships with external community, government and support agencies and identify appropriate resources which are available to Koorie students
- Provide tailored case plans and provide pathways advice which meets Koorie student needs, providing appropriate managerial reports as required/requested on cases and or diversity groups
- Act as an advocate ensuring students are appropriately represented both internally and externally
- Assist with the development, review and implementation of policies and procedures relating to the Student Experience portfolio

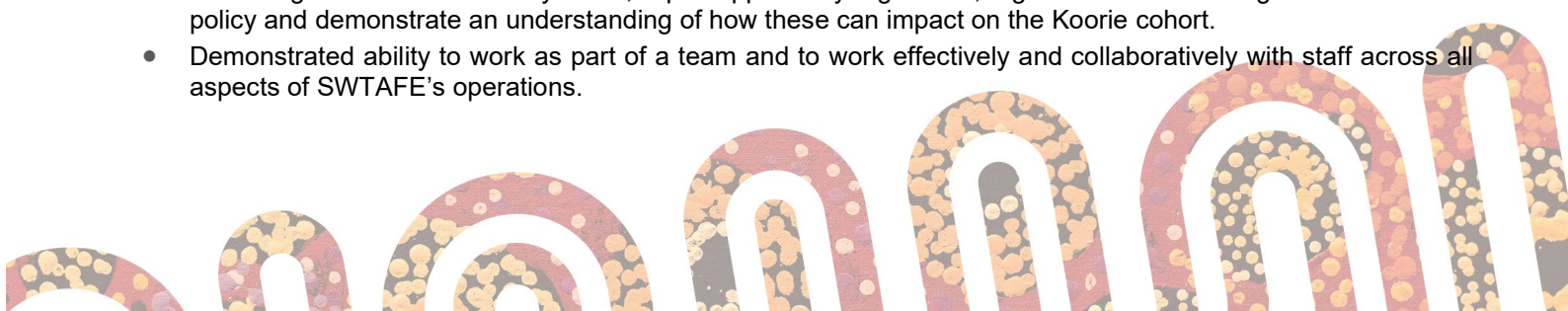
Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance.
- Keep up to date with relevant information and industry best practice.
- Comply with internal policies and procedures including the Code of Conduct.
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment.
- Commit to access and equity principles in carrying out work functions.
- Actively participate in the organisations Achievement Development Program (ADP).

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- A demonstrated understanding of, and empathy for, the issues relevant to Koorie education and training with the ability to provide guidance and advice on how to manage these through the provision of wellbeing support services
 - Demonstrated experience and/or knowledge in supporting classroom teaching, group and individual one-on-one support, in the areas of literacy and numeracy
 - Demonstrated strong digital literacy with high quality skills in Microsoft Suite, online learning platforms, online research and social media platforms
 - Demonstrated analytical and problem-solving skills to successfully work through complex situations using a solution-focussed and strength-based approach
 - Demonstrated excellence in customer service including the ability to relate well to people at all levels in order to obtain relevant information and provide advice and successfully effect change.
 - Proven communication and interpersonal skills including the ability to build strong client relationships in a professional manner and interact effectively with a diverse range of people, particularly Koorie students, their immediate and extended families, Community, and relevant agencies
 - Knowledge of National Privacy Laws, equal opportunity legislation, legal intervention and government social policy and demonstrate an understanding of how these can impact on the Koorie cohort.
 - Demonstrated ability to work as part of a team and to work effectively and collaboratively with staff across all aspects of SWTAFE's operations.
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Qualifications and Requirements

Mandatory requirements

- This is a designated role under the Special Measures Provision as per the Equal Opportunity Act 2010. Only Aboriginal and / or Torres Strait Islander Australians are eligible to apply.
- Relevant qualification, work experience or a suitable combination of with significant relevant experience – for example, Education/Tutoring/Wellbeing and/or Community Services
- Experience and broad knowledge of the various aspects of working with Aboriginal Communities
- A current Driver's License
- Employee Victorian Working with Children Check
- The preferred applicant for this job will be asked to consent in writing to a police check. People with criminal records are not automatically barred from applying for this job. Each application will be considered on its merits.

Highly desirable requirements

- Knowledge of the Victorian TAFE system and the national Vocational Education and Training sector
- Minimum vocational teaching qualification Certificate IV in Training and Assessment TAE40116 (or equivalent)

Additional Information

- SWTAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply.
- SWTAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people.
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- SWTAFE may alter this Position Description if and when the need arises to best suit the operational requirements of the position.
- Any member of SWTAFE may be required to work at any site dependent upon business needs.

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Employee		

