

Position Description

Position Title	Participant Support Officer - Reconnect
Portfolio	Education
Division	School of Education
Department/Cost Centre	LSU/Reconnect - 03350
Classification	Specialist Staff Level 4
Position Number/s	102209
Reporting to	Reconnect & Learning Support Coordinator
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.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

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 School of Education is responsible for the delivery of VCAL, Art & Design, Disability programs, English as an Alternative Language, Education Support, Sport & Recreation, Early Childhood Education and Care, Professional Education, Reconnect and Student Learning Support across the Institute's campuses. The School has staff based at Warrnambool, Portland, Hamilton and Colac but may conduct programs in other regions.

The School supports the delivery of teaching and learning programs at SWTAFE, including the development and implementation of educational projects aligned with the strategic direction of the organisation in collaboration with our Industry and community partners. This will be achieved through the delivery of high-quality skills training that meet the current and emerging needs of the region.

Position Overview (Your Opportunity)

The Participant Support Officer - Reconnect works to undertake a holistic assessment of the participants and address factors that affect the personal, social, and educational and employment achievements of the individual. The role involves assessment of individual participant needs and risks, and the development and implementation of strategies to address these needs, including referral to external agencies where appropriate.

The Participant Support Officer will locate, engage and attract eligible individuals back into a learning environment using a variety of methods such as existing networks and other referral pathways.

The position is focussed on transferring participants into appropriate courses by supporting them to complete pre-accredited training where necessary and/or transition into further Vocational Studies.

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

- Support the delivery of project tasks under the guidance of the Program Coordinator -Reconnect
- Identify and engage participants into Reconnect
- Development of a holistic learning and achievement plan in collaboration with the training provider and participant
- As directed, support the operational and administration coordination of end to end project requirements and specified timeframes. Escalate any issues with the Program Coordinator - Reconnect
- Take an active part in the project issues/risk management process by contributing to the identification and prioritisation of potential issues/risk and help to develop strategies and controls to mitigate these
- Liaison with internal and external stakeholders and project team to achieve project outcomes
- Attend relevant team, department and division meetings to ensure effective communication of the project outcomes and reports
- Have the ability to deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified problems
- Provide regular and accurate reports and updates on participant activity
- Operate within specific guidelines but with scope to exercise discretion and innovation in the application of established procedures
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment

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 seek 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;

- Experience in youth and adult welfare, and the long term un-employed
- Experience and understanding of behavioural intervention and incident management, preferably in an educational, adult education or youth focussed environment, including a proven background in the provision of well-being support services
- Experience in developing intervention and engagement plans for individuals requiring engagement in vocational education, personal development and/or work placement activities
- Extensive knowledge of ASQA standards and their application for quality and compliance
- Demonstrated analytical and problem-solving skills to successfully work through complex situations
- 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
- Demonstrated ability to work as part of a team and to work effectively with staff across all aspects of the Institute's operations
- Proven time management skills with a demonstrated ability to support project deadlines and to work concurrently on, and prioritise, multiple tasks and work schedules

Qualifications and Requirements

Mandatory requirements

- Relevant Degree or Diploma qualification in mental health, welfare, casework, or a related field with relevant experience or lesser qualification with significant experience
- Variation of the above will be considered
- Employee Victorian Working with Children
- Satisfactory Police Check

Highly desirable requirements

- Experience using Microsoft Office products and relevant industry software and programs
- Experience in Vocational Education & Training (VET) Industry or Post-Secondary Educational environments.

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- 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	General Review	15/06/2021
Agreed by	Incumbent		