

Position Title	Team Leader - Careers Practitioner
Portfolio	Student Experience
Division	Schools and Pathways
Department/Cost Centre	Skills and Jobs Centre - 03320
Classification	Specialist Staff 7
Position Number/s	102592
Reporting to	Manager - Schools, Jobs & Pathways
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 in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

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

South West TAFE Skills and Jobs Centre is a one-stop-shop that provides students, employers, apprentices and trainees with a single point of contact for their training and employment needs.

It provides high quality coaching and career advice in Warrnambool and across the region supporting local communities.

The Skills and Jobs Centre will continue to partner with industry and employers who are seeking to connect with a skilled workforce and development opportunities for their employees.

Position Overview (Your Opportunity)

As the first level of day-to-day support for the Skills and Job Centre team, the Team Leader - Career Practitioner fulfils an important support and advisory role. They provide guidance and support to the team to ensure high quality customer service is provided by the division at all times.

The Team Leader - Careers Practitioner is the leading authority in providing independent advice to assist job seekers with, understanding study options, personal career planning, gaining credit for existing skills, learning about jobs in demand, finding a job while accessing other support services.

In addition to providing core assessment and advisory services, the Team Leader - Careers Practitioner will develop key partnerships with other providers to enhance service provision and connectivity into the workplace.

The Team Leader - Careers Practitioner will operate out of Warrnambool as well as provide services in Portland, Hamilton and Colac.

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

- Manage the day-to-day operations of the SJC team including the supervision of staff; management of staff rosters (where applicable) and leave arrangements; work priorities; and, the facilitation of Achievement Development Programs for the Skills and Job Centre team
- Proactively lead and promote the Skills and Job Centre team to ensure a working environment based on best practice, continuous improvement and maintain a positive team culture. Identify training needs and/or knowledge gaps of staff and liaise with the Manager - Jobs, Pathways & Projects to facilitate training and professional development
- Guide and inform clients with tailored careers support services based on the individual's needs with a focus on identified key cohorts in line with Victorian Skills Authority Skills & Jobs Centre Workplan.
- Contribute to the provision and development of excellent customer service to clients accessing the services of the Skills and Jobs Centre and to service industry and individual businesses liaising with the centre.
- Provide sound advice in areas of expertise and work in accordance with the contractual requirements and the South West TAFE Strategic Goals
- Liaise with internal stakeholders including support staff, teaching staff and networking with Student Administration.
- Engage in opportunities with external State Government, Commonwealth and local partners in the SJC area of expertise influencing decisions both within and external to the work area.
- Provide high quality career advice and development services according to the National Standards for Professional Career Development Practitioners and the CEAV code of ethics to all clients of the Skills and Jobs Centre and record activity in the Customer Management System (CRM).
- Contribute to the Skills and Jobs Centre team in a positive manner and contribute to the cohesive provision of a first-class customer experience
- Provide accurate specialist advice and work in partnership with the Skills and Jobs Centre Course Advisor Officer to ensure client focussed services are delivered on a day to day basis
- Engage in a case management approach with South West TAFE support staff, to provide career services to those students who require it
- Develop and deliver workshops on job readiness/job search support services to unemployed job seekers, South West TAFE students and run professional development for relevant staff.
- Assist and guide clients with online job profiling and pre-course testing where applicable
- Liaise with all stakeholders, externally and internally to ensure all clients are aware of services available to them
- Work as part of the enquiries team within South West TAFE and provide a point of call and liaison support for general enquiries regarding careers advice and employment readiness assistance.
- Lead the development of, and the delivery of, targeted career education and job readiness support services as well as building networks and resources relevant for the career and vocational needs of the various cohorts.
- Interpret and guide the development and delivery of job readiness/job search support services to unemployed job seekers
- The incumbent can expect to be allocated duties as directed by the Skills and Jobs Centre Manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks 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
- Actively participate in the organisations Achievement Development Programme (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;

- Demonstrated experience and knowledge in supporting team members to achieve outcomes and goals.
- Able to be adaptable and flexible in the styles of career development theories, advice and support practices, networking and building relationships.
- Demonstrated strong interpersonal skills, which includes the ability to communicate effectively with a range of people including teachers, students and other stakeholders in a variety of situations.
- A demonstrated commitment to monitor, collect and record accurate data and complete all required tasks set within timeframes.
- The ability to seek information necessary to solve problems as they arise.
- Flexibility in a changing environment whilst maintaining professional practice.
- A team player who achieves goals whilst utilising an organised and methodical approach to work.
- Demonstrated ability to communicate both verbally and orally to a very high professional level whilst being able to adapt style to suit the audience.
- An understanding of Equal Opportunity principles and their application to the South West TAFE staff, students and community.

Qualifications and Requirements

Mandatory requirements

- A Diploma or higher level qualification in Career Development or extensive experience in dealing with clients with career needs (preferably in an educational setting).
- Certificate IV in Career Development or willing to obtain the qualification.
- Experience in performing and interpreting career profiling tools
- A current Drivers Licence.
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Extensive experience in dealing with clients with career needs (preferably in an educational setting).
- Experience in Vocational Education & Training (VET) Industry

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 2021
- Any member of SWTAFE may be required to work at any site dependent upon business needs

Position Description

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Frith Morrow	27/01/2023
Approved by	Department Executive Manager	Susan Petigrew	27/01/2023
P&C review	People and Culture		
Agreed by	Incumbent		