

<b>Position Title</b>	Koorie Student Support Officer (KSSO)
<b>Portfolio</b>	Student Experience
<b>Division</b>	Student Services
<b>Department/Cost Centre</b>	Student Services - 05120
<b>Classification</b>	Specialist Staff Level 4
<b>Position Number/s</b>	102626
<b>Reporting to</b>	Manager – Student Services
<b>Supervises</b>	NIL

**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.**

### 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

The Department of Student Services is an integrated unit providing exceptional student support and referral services which support and enhance the student educational journey. The department is a key point of contact for students requiring support and assistance on a range of education, access, health and wellbeing issues. It provides holistic support and referral services to enhance the student experience and to maximise student engagement, thereby leading to improved levels of student participation and retention.

The Library and Information Services, Koorie Liaison, Youth Wellbeing, Student Engagement Support and Bookshop and Reprographics teams comprise the major functional areas of the department. These teams provide exemplary and seamless services to students, Institute staff and the general public when training, or engaging, with the Institute.

Each of the teams provides vital support and advice to students as they prepare for, and commence, their educational journey with the Institute. The department is therefore a key element in the Institute's strategic intent of maximising student engagement and retention across all campuses and delivery modes. In this regard the centre oversees:

- the provision and monitoring of student support and referral services including health and wellbeing, counselling and accommodation;
- the provision and monitoring of access and equity issues including advocacy and tailored support to disengaged youth;
- the provision of support and assistance to students who identify as Koorie to enhance the educational experience and improve Koorie graduation rates;
- the provision of a range of student advice and support services including library, knowledge management and copyright advisory services, bookshop and reprographic services (both internal and external), training pathways, career guidance and work readiness.

The Department of Student Services seeks to provide a welcoming environment to students, Institute staff and the broader community and to provide services that are delivered efficiently, accurately and in a timely manner to promote and enhance the reputation of the Institute.

### **Position Overview (Your Opportunity)**

The Koorie Student Support Officer (KSSO) 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. KSSOs will support Koorie students to identify, and assist in dismantling, barriers to attendance and/or learning and employment options.

The KSSO 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 Koorie Liaison Officers (KLOs), who are 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**

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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 Koorie Liaison team to implement innovative support services to meet the needs of individual Koorie students and groups
- In conjunction with KLO role/s, 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 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
- Commit to access and equity principles in carrying out work functions
- 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)**

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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.
- Experience in youth and adult welfare, behavioural intervention, individual learning plan and incident management preferably in a Koorie, educational, youth focussed environment, including a proven background in the provision of wellbeing support services.
- 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.
- Competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet and use of social media forums is required
- 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, 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.

### **Qualifications and Requirements**

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#### *Mandatory requirements*

- Relevant degree with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience – for example, Wellbeing and/or Community Services
- Experience and broad knowledge of the various aspects of working with Aboriginal Communities
- A current Drivers 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

### **Additional Information**

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- South West TAFE supports Equal Employment Opportunity.
- 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

	Authority level	Name	Date
<b>Prepared by</b>	Recruiting/Hiring Manager	Bryan Amarant	16/07/2021
<b>Approved by</b>	Department Executive Manager	<a href="#">Click here to enter text.</a>	21/06/2019
<b>P&amp;C review</b>	People & Culture	Xanthe Laidlaw	5/08/2021
<b>Agreed by</b>	Incumbent		