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| <b>Position Title</b>         | Student Wellbeing Officer  |
| <b>Portfolio</b>              | Corporate Services         |
| <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>      | 101200                     |
| <b>Reporting to</b>           | Manager – Student Services |
| <b>Supervises</b>             | 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

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 Centre is a key point of contact for students requiring support and assistance on a range of education, access, cultural, 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, Wellbeing, Student Engagement, Bookshop and Reprographics teams comprise the major functional areas of the center. These teams provide exemplary and seamless services to students, Institute staff and the general public when training, or engaging, with the Institute.

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

### Position Overview (Your Opportunity)

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The Student Wellbeing Support Officer works to mitigate factors that affect the personal, social, educational and employment achievements of students enrolled at the Institute. The role involves assessment of individual student needs and risks and the development and implementation of strategies to address these needs, including referral to external agencies where appropriate.

The position is focussed on retaining students in appropriate courses by supporting them to complete their studies, to identify and assist in dismantling barriers to attendance or learning and working with appropriate staff to identify further education and training pathways leading to employment options.

The Student Wellbeing Support Officer also provides support and assistance to teachers to identify strategies to help in classroom situations and provides information to teachers in the management of individual student issues.

### 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 students to engage in classroom activities, assisting them to identify issues impeding academic progress and supporting the development of strategies for managing these issues
- Implement innovative support services to meet the needs of individual students and groups
- Deliver student focused social events and activities aimed at increasing participation in campus life
- Liaise and work with teaching and other support staff to ensure an understanding of issues and challenges relating to youth and equity groups, encouraging student participation, engagement and learning outcomes.
- Work with, and provide case management support to 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, and work with involved parties to develop strategies to enable ongoing management of these situations and ensure appropriate incident report documentation is completed.
- Implement procedures for referrals to external support agencies and, where appropriate, provide referrals to such agencies, 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 students
- Engage in student activities and excursions when needed to develop a positive rapport with students
- Provide tailored case plans and provide pathways advice which meets 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

#### **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)

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

- Experience in youth and adult welfare, behavioural intervention and incident management preferably in an educational or youth focussed environment, including a proven background in the provision of wellbeing support services.
- An understanding of issues relevant to the youth cohort and the ability to provide guidance and advice on how to manage these.
- Demonstrated analytical and problem solving skills to successfully work through complex situations using solution focussed and strength based counselling approaches and techniques.
- Demonstrated excellence in customer service including the ability to relate well to people at all levels in order to obtain relevant and necessary information 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.
- 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 youth cohort.
- Demonstrated ability to work as part of a team and to work effectively with staff across all aspects of the Institute's operations.

## Qualifications and Requirements

### *Mandatory requirements*

- Relevant Degree with relevant work experience or a suitable combination of lesser qualifications and significant relevant experience – Wellbeing and/or Community Services
- Employee Victorian Working With Children Check
- Satisfactory National Police Records Check

### *Highly desirable requirements*

- Certificate IV - Training and Assessment or similar teaching qualification
- Previous experience in an educational or training environment

## 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       |
|-----------------------|------------------------------|--|------------|
| <b>Prepared by</b>    | Recruiting/Hiring Manager    | Manager – Student Services             | 27/08/2019 |
| <b>Approved by</b>    | Department Executive Manager | Executive Manager – Corporate Services | 27/08/2019 |
| <b>P&amp;C review</b> | People & Culture             | People & Culture Adviser               | 27/08/2019 |
| <b>Agreed by</b>      | Incumbent                    |  |            |