

Position Title	Careers Practitioner
Portfolio	Student Experience
Division	Student Engagement & Support
Department/Cost Centre	Skills & Jobs Centre - 03320
Classification	Specialist Staff 6
Position Number/s	102635
Reporting to	Careers Practitioner – Team Leader
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** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

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 Engagement & Support Division provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the Skills and Jobs Centre and all of the support services available within South West Central, SWTAFE's central student support centre, and at other campuses.

The Skills & Jobs Centre & South West Central both front facing service delivery points, for students, trainees and community clients, seeking information, advice and access to a range of services and student supports. Both service points are an interface with the public and have a role elevating the reputation of SWTAFE as the front face, and oftentimes first impression, of SWTAFE.

The Student Engagement & Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

Position Overview (Your Opportunity)

The 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 Career Practitioner will develop key partnerships with other providers to enhance service provision and connectivity into the workplace.

The Career 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

- Guide and inform clients with tailored careers support service based on the individual's needs.
- Contribute to the provision and development of excellent customer service to clients accessing the services of the Skills and Jobs Centre and to service providers, industry and individual businesses liaising with the centre.
- As part of the Jobs and Skills Centre Team, provide sound advice in areas of expertise and work in accordance with the contractual requirements and the South West TAFE Strategic Goals, develop strategies and techniques in career development and vocational readiness.
- Liaise with other members of the organisation including support staff, teaching staff and networking with Student Administration, Centrelink, Job Active Network, LLEN's and Career networks locally and state wide. In the field of expertise influence 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
- 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
- Identify and provide career development to clients with special needs or those considered educationally/vocationally at risk
- 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;

- Co-ordinate focused/targeted activities to individuals, small and large groups in a professional manner whilst ensuring personal behaviours are aligned to South West TAFE values. Be adaptable and flexible in the styles of career development theories, advice and support practices, networking and building relationships.
- Co-ordinate the delivery of career advice and guidance to a broad range of clientele and specific special needs groups with a commitment to supporting individual clients with vocational training, career advice and support.
- Assess the relevance and quality of the services provided by the Centre and make recommendations for improvement towards the South West TAFE's long term operational strategies
- 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.
- A commitment to the South West TAFE values of Responsiveness, Creativity, Collaboration, Accountability, Excellence, Integrity and Respect.
- Can operate with broad direction with work being performed at a professional level in line with the Skills and Jobs centre objectives, strategies and methodologies around being customer focused and leaders in career advice.

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 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
- South West TAFE 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 2021
- 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 operation requirements of the position
- 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	Name	21/06/2019
Approved by	Department Executive Manager	Name	21/06/2019
P&C review	People and Culture		
Agreed by	Incumbent		