

	Learner Support Service Officer Position Description	MGR01			
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Reason for Amendment					

POSITIONS DETAILS	LEARNER SUPPORT SERVICE OFFICER
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Training & Support
REPORTS TO:	Operations Director
DIRECT REPORTS:	NIL
EMPLOYMENT	Part-Time or Full-Time (to be negotiated)
CONDITIONS:	12-month contract. Key Performance Indicators will be reviewed quarterly. Prescribed Position
RELEVANT AWARD:	Educational Services (Post-Secondary Education) Award 2010

KEY POSITION OBJECTIVES
<p>The position has a critical role in the training and employment related project-based activities in the area of foundation skills/studies to meet targets and KPIs outlined in the Agreements and Contracts with governments and private businesses. This position provides non-accredited foundation skills and pre-employment programs to support Aboriginal students. Depending on project activities, this position will work with different teams at Tauondi.</p> <p>The current projects include the provision of learner support services (living, learning and transition support), training and employment mentoring support services, literacy and numeracy assessment and pre-employment training to Aboriginal students.</p>
KEY ACCOUNTABILITIES AND RESPONSIBILITIES
<p>1. Project implementation</p> <ul style="list-style-type: none"> • Contribute to the implementation and coordination of projects that deliver effective outcomes and meet service delivery needs. • Oversee particular aspects of projects and implementations, including developing and monitoring project plans and coordinating resources to ensure successful project milestones are met • Prepare a range of project-related documents for key stakeholders as required. • Deliver on assigned projects and processes within agreed upon deadlines and quality standards. • Maintain key internal and external stakeholder relationships based on open and regular discussions and feedback. <p>2. Learner Support Services</p> <ul style="list-style-type: none"> • Provide learning support including literacy, numeracy and digital literacy support to students and participants to increase their employability and job-readiness. • Assess language, literacy and numeracy skills levels as per Australian Core Skills Framework • Write interpretation reports based on the assessment. • Case-manage students and participants to be able to provide relevant support, mitigating the risks of disengagement, absenteeism & withdrawal. • Develop individualised support plan for all students and participants to provide appropriate support • Liaise with students and participants to identify any support needs and difficulties • Coordinate work experience and work placement, in consultation with students and participants. • Ensure regular contact with employers to identify any potential risks to activate early intervention. • When necessary, research available services including professional services and refer them to appropriate external services

3. Develop, coordinate and deliver workshops

- Develop industry tailored pre-vocational and pre-employment workshops in collaboration with industry, employers, governments and/or employment service providers.
- Facilitate and deliver pre-vocational and pre-employment training to Aboriginal job seekers

4. Administration and Reporting

- Develop reports in accordance with reporting timeframes, document preparation and evidence based gathering in accordance with funding arrangements;
- Maintain, record and report on data regarding course training and assessment to meet legislative and organisational reporting requirements;

5. Other duties as agreed

The Employee shall perform the duties set out in the Position Description. These duties may be modified and updated by the Employer following agreement with the Employee.

PERSON SPECIFICATION

Skills & Knowledge:

- Advanced skills in Microsoft 365 or Office 365 suite of products
- Comprehensive understanding of Aboriginal and Torres Strait Islander cultures, protocols, practices and communities.
- Understanding of Vocational Education and Training (VET) Industry.
- Understanding of ACSF and/or adult literacy and numeracy development
(Desirable)
- Knowledge of Tauondi’s vision, purpose and values in order to uphold and promote Tauondi ethos.

Previous Work Experience:

- 2+ years relevant and current experience delivering **Student Support in the VET industry, and/or Foundation Skills (Literacy, Numeracy and digital literacy) and pre-employment skills training.**
 - Experience with teaching Aboriginal and Torres Strait Islander people.
 - Experience with working with Aboriginal and Torres Strait Islander people.
- (Desirable)
- Experience with teaching Aboriginal and Torres Strait Islander school students under the VET for School arrangement.
 - Experience in delivery training online and using a Learning Management System.

Personal Attributes:

- Excellent time management, ability to determine priorities, successfully manage simultaneous and competing projects to meet internal and external deadlines.
- Excellent organisational ability and initiative, including prioritising to meet deadlines.

Demonstrated and proven:

- Ability to work autonomously, while also being a strong team player.
- High level of verbal, listening and written communication skills.
- Establishing and maintaining effective relationships with a variety of internal and external stakeholders with the aim of creating awareness and promoting continuous improvement.
- Excellent interpersonal skills, demonstrated ability to interact professionally with diverse people.
- Ability to support, empower and skill others.
- Ability and skills in problem solving.
- Ethical and professional approach to employment.
- Highly motivated and the ability to work effectively in a team environment.
- Ability to work within an Aboriginal organisation.

- Attention to detail.
- Ability to maintain confidentiality.

Qualifications & Training:

- (Essential) Formal qualifications in **Language, Literacy and Numeracy** or equivalent working experience
- (Essential) Current DHS Working with Children Check (or prepared to obtain).
- (Essential) Responding to Abuse and Neglect – Education and Care Certificate (or prepared to obtain).
- (Essential) Driver’s licence

VISION and VALUES

Vision statement

The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training & development.

Values

- **TRUST** Building strong relationships
- **ACCOUNTABILITY** Being observable and authentic
- **UNIQUENESS** Offering exceptional learning experience
- **OPEN** Creating business for new ideas and opportunities
- **NETWORK** Growing community and stakeholder footprint
- **DIVERSITY** Valuing cultures through respectful engagement
- **INTEGRITY** Conducting business truthfully and ethically

KEY RELATIONSHIPS

Internal

- Reporting to Operations Director
- Aboriginal Students
- Compliance Team
- Trainers
- Student Support Team
- Administration staff

External

- Aboriginal community members
- Public and private Aboriginal and non-Aboriginal organisations
- Industry and Enterprises (employers)
- Other RTOs
- Employment Service Providers

Acknowledgement

I..... acknowledge that I have been given a copy of this Position Description and that I have read and understand it.

Signed.....
(Employee)

Date ____/____/____

Signed.....
(Manager)

Date ____/____/____