

	Training and Employment Support Service Officer Position Description			MGR01		
	Prepared By:	Tadashi Nakamura	Issued	1/11/2021	Copy no	1
	Authorised By	CEO	Replaces		Page	1 of 4
Reason for Amendment						

POSITIONS DETAILS	TRAINING AND EMPLOYMENT SUPPORT SERVICE OFFICER
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Support
REPORTS TO:	Operations Director
DIRECT REPORTS:	NIL
EMPLOYMENT	Full-Time (occasional weekend work)
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 to meet targets and KPI outlined in the Agreements and/or Contracts with governments and private businesses. This position provides a holistic and wrap-around support for Aboriginal adults from pre-training & employment, during training to post-placement.</p> <p>The position aims to establish a solid database of Aboriginal job seekers ready for employment through promotion/marketing, information sessions, pre-employment training and pre-vocational training. It is required to coordinate and deliver those activities. The support continues post-placement into vocational training to successfully complete the training and employment to retain.</p> <p>The position provides case management support to Aboriginal job seekers with complex support needs, addressing life, learning and transition needs. Individualised support plan must be developed in consultation with the participants to show progress effectively and efficiently.</p> <p>Depending on project activities, the position will work with different teams at Tauondi, contributing to meet the targets and KPIs.</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. Support Services</p> <ul style="list-style-type: none"> • 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

- When necessary, research available services including professional services and refer them to appropriate external services
- Provide learning support including literacy, numeracy and digital literacy support to students and participants to increase their employability and job-readiness.
- 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.

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. Sales and Marketing

- Promote fee for service training to meet the minimum participant target to deliver workshops.
- Meet the total participant number target quarterly.
- Network with potential buyers of services.

5. Administration and Communication

- Ensure all correspondences with stakeholders including students/participants, vocational trainers and employers are accurately case noted daily in detail
- Maintain strict confidentiality in line with the Tauondi policies and procedures
- Establish an Aboriginal Job Seeker Database

6. 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:

- High level oral and written communication and interpersonal skills.
- Advanced skills in Microsoft Office suite of products.
- Effective and engaging presentation skills.
- Sound understanding of the principles of case noting
- Understanding of Aboriginal and Torres Strait Islander cultures, protocols, practices and communities

Previous Work Experience:

- At least 2 years of experience in providing support to individuals (preferably Aboriginal and Torres Strait Islander people)
- Experience in developing, facilitating and delivering pre-employment, job readiness training programs.
- Experience in dealing with students personal and confidential information.
- Experience in working within the Student Support Services.
- Experience in working with Aboriginal and Torres Strait Islander people and communities.
(Desirable)
- Experience Working within the Vocational Education and Training (VET) Industry sector.

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) Certificate IV in Career Development, Certificate IV in Employment Services or equivalent work experience
- (Desirable) Other tertiary qualifications will be considered.
- (Essential) Current DHS National Criminal History Record Check (or prepared to obtain).
- (Essential) Responding to Abuse and Neglect – Education and Care Certificate (or prepared to obtain).
- (Essential) A current driving license

VISION, PURPOSE 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

<p>Internal</p> <ul style="list-style-type: none"> • Reporting to Operations Director • Administration staff including compliance • Trainers and Assessors • Student Support Team • Tauondi students 	<p>External</p> <ul style="list-style-type: none"> • Aboriginal community members • Public and private Aboriginal and non-Aboriginal organisations • Industry and Enterprises (employers) • Other RTOs • Employment Service Providers
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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 ____/____/____