

Closing Date:

Open until filled



Tauondi Aboriginal Corporation

1 Lipson Street
Port Adelaide SA 5015

PO Box 409
Port Adelaide SA 5015

Tel (08) 8240 0300
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www.tauondi.sa.edu.au

Application Kit

Recruitment Process

Tauondi has a **three-stage** recruitment process: application, interview and verbal referee report. At each of these stages, applicants are assessed.

1. The application Once the applications have been received, they will be assessed by a panel to determine the shortlist for interview.	<ul style="list-style-type: none">• Applicants shortlisted will be contacted via telephone to arrange an interview.• Applicants not shortlisted will be notified via email.
2. The interview The interview provides an opportunity for applicants to talk about their experiences and background relevant to the advertised position. The Interview usually last for approximately 30 minutes and will involve a panel of three interviewers.	<ul style="list-style-type: none">• Once the applicant has accepted the position, unsuccessful applicants will be notified via email.
3. The Verbal Referee Report A referee report will be obtained for all applicants who are in serious contention for the position	

How do I apply?

It is your opportunity to show the selection panel that you have the knowledge, skills, experience, and ability to do the job.

You should take the following steps when preparing your application:

1. Read the Position Description

Read the Position Description carefully as it includes key accountabilities and responsibilities and person specification required for the position.

2. Prepare your application

In your application, please include following documents:


- a) **Cover letter:** write a brief cover letter introducing yourself, why you are applying for this position and summary of your experience
- b) **Resume:** include your skills, education, employment history and two professional referees.
- c) **Two professional referees:** include the names and telephone numbers of at least two work related referees who can comment on your work performance.

3. Send your application

Send your application using following methods

Via Email thr@tauondi.sa.edu.au

Via Post PO Box 409 PORT ADELAIDE SA 5015 – Attention to Tauondi HR

	Learner Support Service Officer Position Description				MGR01
Prepared By:	Tadashi Nakamura	Issued	15/10/2022	Copy no	1
Authorised By	I/CEO	Replaces		Page	1 of 3
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 Learner Support Service Officer plays a pivotal role within our organisation, leading comprehensive training and employment initiatives with a specialised emphasis on foundational skills. At the heart of this position is the crucial responsibility to not only navigate but also exceed predetermined targets and key performance indicators (KPIs) as specified in contractual agreements with governmental entities and private enterprises. The incumbent is charged with the delivery of non-accredited foundation skills and pre-employment programs designed to offer robust support to Aboriginal students. This, in turn, aims to facilitate their seamless integration into the workforce and foster long-term career success.</p> <p>In executing this role, the Learner Support Service Officer oversees multifaceted projects, including learner support services such as living, learning, and transition support. Additionally, the role extends to providing training and employment mentoring support services, ensuring a comprehensive and tailored approach to the unique needs of Aboriginal students. The Officer is also actively engaged in literacy and numeracy assessment, employing effective strategies to enhance these foundational skills. The provision of pre-employment training forms a critical component, equipping Aboriginal students with the necessary tools and knowledge for a successful entry into the workforce. By holistically addressing the varied aspects of learner support, this role serves as a cornerstone in fostering the educational and vocational advancement of Aboriginal students.</p>
KEY ACCOUNTABILITIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> Project implementation <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. Learner Support Services <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 Case-manage students and participants to be able to provide relevant support, mitigating the risks of disengagement, absenteeism & withdrawal.

<ul style="list-style-type: none"> • 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
<p>3. Develop, coordinate and deliver workshops</p> <ul style="list-style-type: none"> • 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
<p>4. Administration and Reporting</p> <ul style="list-style-type: none"> • 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;
<p>5. Other duties as agreed</p>
<p><i>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.</i></p>
<p>PERSON SPECIFICATION</p>
<p>Skills & Knowledge:</p> <ul style="list-style-type: none"> • Proven track record of successfully fostering and maintaining positive relationships with diverse communities, particularly Aboriginal language groups. • Previous experience as a liaison or community engagement officer, demonstrating effective communication and cultural sensitivity • Understanding of Vocational Education and Training (VET) Industry. • Understanding of ACSF and/or adult literacy and numeracy development <p>(Desirable)</p> <ul style="list-style-type: none"> • Knowledge of Tauondi's vision, purpose and values in order to uphold and promote Tauondi ethos.
<p>Previous Work Experience:</p> <ul style="list-style-type: none"> • 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. <p>(Desirable)</p> <ul style="list-style-type: none"> • 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.
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • 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. • Ability to work autonomously, while also being a strong team player. <p>Demonstrated and proven:</p> <ul style="list-style-type: none"> • High level of cultural competency and sensitivity, respecting and valuing the diversity of Aboriginal cultures and languages.

- Demonstrated ability to adapt to evolving community needs, changing priorities, and emerging best practices in language preservation.
- Empathetic approach in engaging with community members, understanding and appreciating their perspectives and concerns.
- Genuine passion for the preservation and revitalisation of Aboriginal languages, with a commitment to contributing to cultural sustainability
- Collaborative mindset, fostering a sense of inclusivity and cooperation
- Strong problem-solving abilities to address challenges in program development, community engagement and stakeholder collaboration
- High ethical standards and integrity in dealing with sensitive community issues, ensuring transparency and trust-building
- Resilience in navigating complex community dynamics, adapting to setbacks, and maintaining a positive and constructive outlook.
- 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 ____/____/____