

	<b>Training and Employment Support Service Officer Position Description</b>	MGR01
Prepared By:	Tadashi Nakamura	Issued
Authorised By	Executive Director, Corporate Service	Replaces
Reason for Amendment		Copy no 1 Page 1 of 4

POSITIONS DETAILS	TRAINING AND EMPLOYMENT SUPPORT SERVICE OFFICER
LOCATION:	1 Lipson Street, Port Adelaide South Australia 5015
DEPARTMENT:	Education and Support
REPORTS TO:	Education Service Manager
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 Training and Employment Support Service Officer holds a pivotal role, to provide a comprehensive approach to the organisation's objective. Responsible for driving project-based training and employment initiatives, the Officer focuses on achieving set targets and Key Performance Indicators outlined in agreements with governmental and private entities. This role is dedicated to offering holistic support to Aboriginal adults, from pre-training and employment preparation to post-placement sustainability. By strategically promoting, coordinating pre-employment and pre-vocational training, and conducting informative sessions, the Officer establishes a robust database of job-ready Aboriginal candidates, ensuring seamless post-placement support for vocational training and sustained employment.</p> <p>The Officer also undertakes the critical responsibility of coordinating, planning, and delivering non-accredited programs on various topics such as career development, progression, pre-employment, digital literacy, and foundation skills. These workshops empower Aboriginal individuals by initiating their educational journey and introducing potential pathways to further training and employment. Additionally, the Officer is responsible for marketing and coordinating non-accredited workshops, utilising diverse strategies to effectively reach out to Aboriginal individuals and ensuring high attendance rates and active participation. In cases requiring additional support, the Officer facilitates engagement to maximise the impact of educational initiatives within the community.</p>

KEY ACCOUNTABILITIES AND RESPONSIBILITIES
<p><b>1. Project implementation</b></p> <ul style="list-style-type: none"> <li>Contribute to the implementation and coordination of projects that deliver effective outcomes and meet service delivery needs.</li> <li>Oversee particular aspects of projects and implementations, including developing and monitoring project plans and coordinating resources to ensure successful project milestones are met</li> <li>Prepare a range of project-related documents for key stakeholders as required.</li> <li>Deliver on assigned projects and processes within agreed upon deadlines and quality standards.</li> <li>Maintain key internal and external stakeholder relationships based on open and regular discussions and feedback.</li> </ul> <p><b>2. Support Services</b></p> <ul style="list-style-type: none"> <li>Case manage students and participants to be able to provide relevant support, mitigating the risks of disengagement, absenteeism &amp; withdrawal.</li> <li>Develop individualised support plan for all students and participants to provide appropriate support</li> </ul>

<ul style="list-style-type: none"> <li>When necessary, research available services including professional services and refer them to appropriate external services</li> <li>Provide learning support including literacy, numeracy and digital literacy support to students and participants to increase their employability and job-readiness.</li> <li>Liaise with students and participants to identify any support needs and difficulties</li> <li>Coordinate work experience and work placement, in consultation with students and participants.</li> <li>Ensure regular contact with employers to identify any potential risks to activate early intervention.</li> </ul>
<b>3. Develop, Coordinate and Delivery of non-accredited programs/workshops</b>
<ul style="list-style-type: none"> <li>In consultation with stakeholders, a series of workshops are coordinated and scheduled.</li> <li>Ensure sufficient number of participants are registered and attended to workshops</li> <li>Organise guest speakers if necessary to achieve the learning outcomes</li> <li>Arrange necessary resources including venue hire, room booking, learning resources required for workshops.</li> <li>Ensure participant feedback is routinely sought on workshop content, processes, and on the evaluation of progress of learning outcomes and opportunities</li> <li>Deliver a series of workshops to Aboriginal participants</li> </ul>
<b>4. Sales and Marketing</b>
<ul style="list-style-type: none"> <li>Promote fee for service training to meet the minimum participant target to deliver workshops.</li> <li>Meet the total participant number target quarterly.</li> <li>Network with potential buyers of services.</li> </ul>
<b>5. Administration and Communication</b>
<ul style="list-style-type: none"> <li>Ensure all correspondences with stakeholders including students/participants, vocational trainers and employers are accurately case noted daily in detail</li> <li>Maintain strict confidentiality in line with the Tauondi policies and procedures</li> <li>Establish an Aboriginal Job Seeker Database</li> </ul>
<b>6. Other duties as agreed</b>
<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>
<b>PERSON SPECIFICATION</b>
<b>Skills &amp; Knowledge:</b>
<ul style="list-style-type: none"> <li>High level oral and written communication and interpersonal skills.</li> <li>Advanced skills in Microsoft Office suite of products.</li> <li>Effective and engaging presentation skills.</li> <li>Sound understanding of the principles of case noting</li> <li>Understanding of Aboriginal and Torres Strait Islander cultures, protocols, practices and communities</li> </ul>
<b>Previous Work Experience:</b>
<ul style="list-style-type: none"> <li>At least 2 years of experience in providing support to individuals (preferably Aboriginal and Torres Strait Islander people)</li> <li>Experience in developing, facilitating and delivering pre-employment, job readiness training programs.</li> <li>Experience in dealing with students personal and confidential information.</li> <li>Experience in working within the Student Support Services.</li> <li>Experience in working with Aboriginal and Torres Strait Islander people and communities.</li> </ul>
(Desirable)
<ul style="list-style-type: none"> <li>Experience Working within the Vocational Education and Training (VET) Industry sector.</li> </ul>

<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Excellent time management, ability to determine priorities, successfully manage simultaneous and competing projects to meet internal and external deadlines.</li> <li>• Excellent organisational ability and initiative, including prioritising to meet deadlines.</li> </ul> <p><b>Demonstrated and proven:</b></p> <ul style="list-style-type: none"> <li>• Ability to work autonomously, while also being a strong team player.</li> <li>• High level of verbal, listening and written communication skills.</li> <li>• Establishing and maintaining effective relationships with a variety of internal and external stakeholders with the aim of creating awareness and promoting continuous improvement.</li> <li>• Excellent interpersonal skills, demonstrated ability to interact professionally with diverse people.</li> <li>• Ability to support, empower and skill others.</li> <li>• Ability and skills in problem solving.</li> <li>• Ethical and professional approach to employment.</li> <li>• Highly motivated and the ability to work effectively in a team environment.</li> <li>• Ability to work within an Aboriginal organisation.</li> <li>• Attention to detail.</li> <li>• Ability to maintain confidentiality.</li> </ul>	
<p><b>Qualifications &amp; Training:</b></p> <ul style="list-style-type: none"> <li>• (Essential) Certificate IV in Career Development, Certificate IV in Employment Services or equivalent work experience</li> <li>• (Desirable) Other tertiary qualifications will be considered.</li> <li>• (Essential) Current DHS National Criminal History Record Check (or prepared to obtain).</li> <li>• (Essential) Responding to Abuse and Neglect – Education and Care Certificate (or prepared to obtain).</li> <li>• (Essential) A current driving license</li> </ul>	
<b>VISION, PURPOSE AND VALUES</b>	
<p><b>Vision statement</b></p> <p>The trusted Aboriginal owned and run community organisation enabling Aboriginal people to thrive and reach their full potential through high quality training &amp; development.</p> <p><b>Values</b></p> <ul style="list-style-type: none"> <li>• <b>TRUST</b> Building strong relationships</li> <li>• <b>ACCOUNTABILITY</b> Being observable and authentic</li> <li>• <b>UNIQUENESS</b> Offering exceptional learning experience</li> <li>• <b>OPEN</b> Creating business for new ideas and opportunities</li> <li>• <b>NETWORK</b> Growing community and stakeholder footprint</li> <li>• <b>DIVERSITY</b> Valuing cultures through respectful engagement</li> <li>• <b>INTEGRITY</b> Conducting business truthfully and ethically</li> </ul>	
<b>KEY RELATIONSHIPS</b>	
<p>Internal</p> <ul style="list-style-type: none"> <li>• Reporting to Operations Director</li> <li>• Administration staff including compliance</li> <li>• Trainers and Assessors</li> <li>• Student Support Team</li> <li>• Tauondi students</li> </ul>	<p>External</p> <ul style="list-style-type: none"> <li>• Aboriginal community members</li> <li>• Public and private Aboriginal and non-Aboriginal organisations</li> <li>• Industry and Enterprises (employers)</li> <li>• Other RTOs</li> <li>• Employment Service Providers</li> </ul>
<b>Acknowledgement</b>	

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 \_\_\_\_/\_\_\_\_/\_\_\_\_