

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA  
JOB DESCRIPTION FORM**

<b>Public Sector Management Act 1994</b>	<b>Salaries/Agreement/Award</b> Education Department Ministerial Officers Salaries, Allowances and Conditions Award 1983, School Support Officers (Government) General Agreement 2011 or as replaced	
<b>Group:</b> Schools  <b>Directorate:</b> Education Regions  <b>Branch:</b> Schools  <b>Section:</b>	<b>Effective Date of Document</b> 11 September 2014	

<b>THIS POSITION</b>			
<b>Title:</b>	Student Support Officer		
<b>Classification:</b>	Level 2		
<b>Position No:</b>	Generic		
<b>Positions under <u>direct</u> responsibility</b>			
<b>Title:</b> Nil	<b>Classification:</b>	<b>Position No:</b>	<b>Number of FTE's Controlled:</b>

<b>REPORTING RELATIONSHIPS</b>			
<b>TITLE:</b>	Principal		
<b>CLASSIFICATION:</b>	Various		
<b>POSITION NUMBER:</b>	Various		
<b>TITLE:</b>	Deputy Principal / Program Coordinator		
<b>CLASSIFICATION:</b>	Various		
<b>POSITION NUMBER:</b>	Various		
<b>This position and the positions of:</b>			
<b>Title</b>	<b>Level</b>	<b>Position Number</b>	

<b>TITLE</b> Student Support Officer	<b>CLASSIFICATION</b> Level 2	<b>POSITION NO</b> Generic	<b>EFFECTIVE DATE</b> 11 September 2014
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## CONTEXT

The Department of Education is Western Australia's largest employer with approximately one third of the Government workforce in some 800 worksites across the State. The Department's annual budget is approximately \$4.5 billion.

The major objectives of the Department are to achieve excellence in the public school system and to provide access for all Western Australian students to a quality education irrespective of their background or geographical location.

The Department is committed to achieving these objectives by:

- attracting and retaining a highly skilled and capable workforce
- supporting all learners to achieve their full potential, including those with special educational needs and interests
- ensuring all public schools maintain excellence in the quality of education and the teaching and learning environment.

The principles underpinning the Department's objectives for the public school system in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

The Department operates within a framework of principles and values that are applied in all decision-making contexts. These are:

- a culture of learning and excellence
- an expectation of accountability and action
- a commitment to partnerships, professional collaboration and stakeholder involvement
- an environment in which diversity and equity are valued.

Further context about the particular school or college in which the vacancy is being advertised is available on the Department's website. Please visit <http://www.det.wa.edu.au/schoolsonline/home.do> and enter the school or college name in the *Find a School* field.

<b>TITLE</b> Student Support Officer	<b>CLASSIFICATION</b> Level 2	<b>POSITION NO</b> Generic	<b>EFFECTIVE DATE</b> 11 September 2014
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## **ROLE**

The Student Support Officer:

- assists with administrative processes that ensure a responsive and effective student support service
- under direction, collaborates and conducts discussions with staff, parents/guardians and the community to identify student absenteeism and truancy and to collect and provide case information
- assists with the implementation of a range of school attendance strategies
- attends and provides supporting information to multi-disciplinary team meetings, case conferences and other intervention processes
- maintains information and record systems and collates and prepares information used in case conferences and to develop strategies and student support programs
- under direction, participates in crisis management and response duties as required
- provides support for special projects and across School/College teams as required.

## **OUTCOMES**

1. Information and assistance is provided to students, staff and parents that contribute to improved student attendance and an effective student support service.
2. Appropriate communication and liaison networks are established within the school community and with other key stakeholders.
3. Comprehensive records are maintained for use in case conferences and in the development of student support strategies.
4. Programs for individuals and/or groups of students are supported.

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## **SELECTION CRITERIA**

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated good written and verbal communication skills and the ability to provide a professional, confidential service to a range of clients.
2. Demonstrated good interpersonal skills, including the ability to establish and maintain effective working relationships.
3. Demonstrated experience in the use of computerised management information systems including database, spreadsheet and word processing software.
4. Demonstrated effective organisational skills and experience in providing administrative support with the ability to manage conflicting timelines.

## **ELIGIBILITY**

### **Employees will be required to:**

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

## **TRAINING**

### **Employees will be required to:**

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountability and Ethical Decision-Making within six months of appointment.

## **CERTIFICATION**

**The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**

## **ENDORSED**

**DATE 11 September 2014**  
**TRIM REF #D14/0430507**