



Job Description Student Services Coordinator Level 4

Position Number:	4000059	FTE:	1.0
Division:	Organisational Services	Agreement:	Government Officers Salaries Allowance and Conditions Award 1989
Branch:	Student Support Services	Award:	Public Service and Government Officers General Agreement 2014 or as replaced
Location:	Geraldton		

Reporting Relationships

Reports to:

Manager Student Services, Level 6

Other officers reporting to the above office:

Student Services Coordinator, Level 4 x 2

Coordinator Regional Training, Level 3

Bookshop Officer, Level 2

Student Residential Supervisor, Level 2

Student Bookshop Officer, Level 1

Library Supervisor, Level SC1

This Office – officers under direct responsibility:

Nil

Key Role Statement

Responsible for the promotion of Central Regional TAFE initiatives and services for students from equity target groups throughout the region.

Key Responsibilities

Support Services for Students

- Provides counselling, advice and support to assist students to enter and remain engaged in training.
- Provides advice and support to lecturers and non-teaching staff on effectively working with student groups that require further support, including managing incidents of disruptive student behaviour; how to address individual learning needs; mentoring strategies and issues relating to attendance and participation.
- Coordinates and arranges student mentoring in conjunction with the training delivery areas. Provides advocacy support for students. Establishes relationships with other service providers, including schools and the Participation Unit, to develop and implements strategies to increase opportunities for young students to engage in training. Identifies and coordinates strategies, initiates referrals to external providers, to support students with learning difficulties, drug and alcohol dependencies, at risk of criminal activity or anti-social behaviour or victims of domestic violence and sexual abuse.
- Provides input and advice to the training delivery planning process on the development of programs for students and those requiring further support.
- In consultation with relevant staff, identifies and implements ongoing awareness raising and professional development programs for staff.
- Travels to regional campuses and delivery sites to support regional and remote delivery of programs. Monitors issues relating to the engagement of young students and students requiring further support in training and provides advice and reports to management to inform am planning and decision making. Advises and assists students and staff on the implementation of policies relating to the young student group, e.g. Duty of Care for Minors, mandatory Reporting of Sexual Abuse.
- Coordinates reporting of Under 18 absenteeism according to Duty of Care legislation.

Coordinates the provision of services to students who have identified as an Aboriginal person or as having a disability.

Career Development Services

- Develops and delivers a range of career development services for students including:
 - Promoting and supporting delivery of *Job ready* services to students, lecturers and employers;
 - Delivering workshops and small group sessions on career development;
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 - Providing one-on-one coaching for students to enhance job seeking skills;
 - Ensuring the availability of a range of self-help resources for students to research job opportunities and develop job seeking skills.
- In conjunction with the Manager Student Services and other staff, including lecturers, promotes learning and career pathways to clients through forums such as school information nights; industry and careers expos etc.
- Investigates strategies to capture employment outcomes of graduates.

Client Service Activities

- Assists in key client service activities and initiatives, including enrolments, graduation events, promotions and marketing activities.
- Conducts student induction programs and organises student/parent/guardian information sessions as required.
- In conjunction with other Student Services staff, provides advice and assistance to clients regarding CRT programs and services, attends to client enquiries and follows up on requests for information.
- Coordinates and promotes the annual community Scholarships, including sourcing sponsorship, selection of recipients and organising the presentation event.
- Interprets, applies and provides advice on relevant Federal and State legislation, policy and guidelines.

General

- Works in accordance with Values, Code of Ethics, Code of Conduct, and principles of Accountable and Ethical Decision Making
- Commits to being a willing, adaptable and contributing team member.
- Complies with occupational safety and health practices.

Other

- Other duties as required.

Selection Criteria

Essential

- Very good interpersonal skills, particularly relating to counselling.
- Very good written and verbal communication skills, including presenting information to groups.
- Understanding of issues affecting education and training for a diverse range of clients including but not restricted to young people, Aboriginal people and people identified as having a disability.
- Ability to self-manage work in a team environment, including ability to prioritise and meet deadlines.
- Proficient computing skills, including using the Internet.
- Demonstrated commitment to the principles of access and equity.

Other Requirements

- Maybe required to work from any College campus.

CERTIFICATION

The details contained in the document are an accurate statement of the position's responsibilities and requirements.

Business Unit Manager		Managing Director	
Name:		Name:	
Date:		Date:	