



## Job Description Aboriginal Student Mentor Level 3

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|-------------------------|---|-------------------------|--|
| <b>Position Number:</b> | 10001451, 10001452,<br>10001453, 10001454 | <b>FTE:</b>             | 1.0  |
| <b>Division</b>         | Organisational Services                   | <b>Agreement/Award:</b> | Government Officers Salaries<br>Allowance and Conditions Award<br>1989             |
| <b>Branch:</b>          | Client Services                           |                         |  |
| <b>Location:</b>        | Various                                   |                         | Public Service and Government<br>Officers General Agreement 2014<br>or as replaced |

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### Reporting Relationships

*Position title and level this position reports to:*

Manager Aboriginal Support, Level 7

*Other officers reporting to the above office:*

Aboriginal Student Coordinator, Level 5

Aboriginal Support Assistant, Level 1

Call Centre Coordinator, Level 4

*This Office – officers under direct responsibility:*

N/A

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### Key Role Statement

Provides Aboriginal and Torres Strait Islander students with a range of services to assist them in their academic pursuits at North Metropolitan TAFE.

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### Key Responsibilities

- Provides culturally appropriate support to Aboriginal and Torres Strait Islander students at the College, including information about services and support available through the Aboriginal Centre.
  - Assists with student enquiries and provides assistance in the modification of courses and in arranging alternate assessments for students as required.
  - Provides support to students and staff across North Metropolitan TAFE's campuses and external studies.
  - Provides internal and external clients with an efficient and professional service.
  - Assists North Metropolitan TAFE to meet compliance standards.
  - Promotes a high level of customer service.
  - Undertakes research and address the needs of individual students.
  - Facilitate student study workshops at the Aboriginal Centre.
  - Present at student orientations and community events.
  - Supports the College to be aware of, respect and celebrate Aboriginal cultures.
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**Selection Criteria****Essential**

- Aboriginality (under Section 50D of the Equal Opportunity Act).
- The ability to communicate effectively across a broad spectrum of internal and external clients and deal with sensitive issues and complex enquiries.
- Proven ability to work within a team and supervise staff, including negotiation and conflict resolution skills.
- An understanding of Aboriginal societies and indigenous cultures and an understanding of the issues affecting Aboriginals in contemporary Australian society with the ability to identify Aboriginal training needs, student needs and initiate improvements to services.
- Good organisational skills including resource and time management.
- Sound working knowledge and experience in word processing, spreadsheets and other computer based programs.

**Other Requirements**

- May be required to work from any College campus.

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**CERTIFICATION**

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

| Business Unit Manager |                 | Managing Director |                 |
|-----------------------|-----------------|-------------------|-----------------|
| Name:                 | Sue Egerton     | Name:             | Michelle Hoad   |
| Date:                 | 9 December 2016 | Date:             | 9 December 2016 |