



Job Description Coordinator Student Services Level 4

Position Number:	40000438	FTE:	1.0
Division:	Organisational Services	Agreement:	Government Officers' Salaries Allowance and Conditions Award 1989
Branch:	Student Services	Award:	Public Service and Government Officers General Agreement 2014 or as replaced
Location:	Kalgoorlie		

Reporting Relationships

Position title and level this position 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

Supports the educational, personal and social development of students to maximise their participation and success in training while at CRTAFE. This includes working with individuals and groups of students; working closely with lecturing and support staff; and establishing and utilising contacts with other service providers.

Supervises and coordinates delivery of services for Aboriginal people, youth and people with disabilities. This position also provides a range of career advice services, and works within the Student Services team to promote access to CRTAFE programs and services. Facilitates access to student residential facilities where applicable.

Key Responsibilities

Support Services for Students

- Provides advice, support and information about training and careers to assist students to access and participate in training at CRTAFE. This may include secondary school students on campus or by visiting the Schools.
- Coordinates strategies and actions that assist students to remain engaged in and gain successful outcomes from training, including where students require additional support or services.
- Provides advice and support to other staff on effectively supporting students and regarding the availability of services internally and externally.
- In consultation with the Manager Student Services implements and coordinates student mentoring, or other "in-class" support services.
- Maintains relationships with relevant external service providers to ensure the College has access to important services to support students in specialised areas; initiates referrals or assists students to access external service providers where necessary.
- In consultation with the Manager Student Services identifies and implements awareness raising and professional development for staff relevant to the area of responsibility.
- Monitors issues and developments relating to student support and uses this information to inform and improve College services.
- Supports the Manager Student Services to implement and promote policies and procedures that relate to student support and welfare, e.g. Duty of Care for Minors; procedures relating to student behaviour; and procedures relating to student health and safety.

Contribution to Student Services Activities

- Assists with key student centred activities including enrolments; graduation and award events; promotional and marketing events aimed at promoting access to and participation in training; careers and information events.
- Organises and conducts student induction programs, provides inductions for students via other means where they're unable to attend face to face inductions, e.g. online or by telephone as needed.
- Coordinates provision of relevant information to parents/guardians as needed and ensures procedures relating to collection of information from parents/guardians of minors (under 18 year olds) are carried out as required by College policy.
- In consultation with the Manager Student Services coordinates and promotes the College's community and industry Scholarships program, including sourcing sponsorship, selection of recipients and organising presentation events as needed.

General

- Undertakes administrative, budget management and records keeping responsibilities associated with this position and in accordance with College policies.
- Commits to contributing to the Student Services team as a willing and adaptable team member.
- Carries out other duties as directed.

Selection Criteria**Essential**

- Interpersonal skills at a level appropriate to this role and the ability to deal with a variety of students according to their needs.
- Written and verbal communication skills at a level appropriate to this role, including presenting information to groups
- Understanding of the training environment, particularly issues that affect training for young people, Aboriginal people and people identified as having a disability.
- Ability to self-manage work in a team environment, including ability to prioritise work and meet deadlines.
- Proficient computing skills in an office environment.

Desirable

- A relevant vocational or tertiary qualification (eg. Career development, Teacher assistance, counselling, community services, youth work or social work).

Other Requirements

- Maybe required to work from any College campus.
- C Class Driver's License, or ability to obtain one.

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:	Bill Swetman
Date:		Date:	