



Job Description Literacy Training and Support Officer Level 5

Position Number 10000145

Reporting Relationships

Reports to:

Manager Read and Write Now, Level 6

Direct Reports: Nil

Division Training & Business
Operations

Branch Education

Indirect Reports: Nil

Location Leederville

FTE 0.8

Agreement/Award *Government Officers' Salaries, Allowances and Conditions Award 1989
Public Sector CSA Agreement 2024 or as replaced*

Key Role Statement

The Read Write Now (RWN) program, which is funded by the Department of Training and Workforce Development (DTWD), provides one-to-one volunteer tutoring to build higher levels of literacy and numeracy in adults who experience challenges in everyday life demands.

The role coordinates and supports the delivery of the Read Write Now Tutor Training Program through the planning, delivery and evaluation of language, literacy, numeracy and digital skills (LLND) training for volunteers. The position develops learning resources and professional development materials, provides literacy advice, supports inclusive learning strategies for adults with dyslexia, learning disabilities and diverse learning needs, and leads training program continuous improvement strategies.

Key Responsibilities

- Plans, coordinates and delivers face-to-face and online literacy and numeracy training for volunteer tutors.
- Develops high quality literacy resources and training support materials for use by tutors, coordinators and students.
- Monitors tutor progress, marks assessments and provides ongoing literacy advice to tutors as required.
- Assists in the development of ongoing professional development for tutors and volunteer coordinators.
- Interacts with volunteers and recognises the rights and responsibilities of working with volunteers under best practice guidelines by adhering to the National Standards for Volunteer Involvement.
- Provides relevant articles for professional development to the Read Write Now website.
- Provides innovative solutions and implements new ideas to enable coordinators and tutors to achieve the best outcomes for students and the Program.
- Coordinates and supports the day-to-day operations of the Program including database management, reporting, customer service and administration as required.
- Coordinates the IT requirements of the volunteer coordinators.
- Demonstrates a commitment to Work Health and Safety laws, Public Sector Standards and Equal Employment Opportunity principles.
- Undertakes other duties as directed.

Our Values



Respect



Integrity



Student centred



Accountability



Innovation



Professionalism

Our Culture

The idea of a culture of caring encompasses many things: leaders caring about employees, employees caring about each other and students, and employees caring about why we do what we do.

Caring focuses on building relationships and mutual trust in a collaborative and welcoming workplace where people help and support one another while demonstrating an agreed set of values. Part of your role is to nurture a caring culture.

Selection Criteria

Essential

1	Demonstrated experience in teaching, training and developing resources for language, literacy and/or numeracy programs, including delivery in face-to-face and online environments.
2	Demonstrated ability to apply inclusive learning strategies to engage and support people with dyslexia, learning disabilities and diverse learning needs.
3	Well-developed interpersonal skills, including the ability to liaise with and build productive relationships with volunteers, internal staff and external stakeholders.
4	Well-developed communication, negotiation and problem-solving skills, including the ability to provide advice, resolve issues and implement practical solutions that support positive program outcomes.
5	Well-developed administration, research and digital skills, including demonstrated ability to use Microsoft Office Suite, databases, literacy technologies and online learning platforms to support program delivery, reporting and day-to-day operations.

Desirable

Relevant teaching qualification such as Bachelor or Graduate Diploma in Education; or Graduate Diploma in Adult Language, Literacy and Numeracy.

Other Requirements

May be required to work on campus and in regions where volunteer coordinators are located, therefore may require some intrastate travel.

Certification

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

Business Area Director

Name Susan Thompson

Date June 2026

Delegated Authority

Name Glenda Husk

Date June 2026