



Student Support Coordinator

School of Isolated and Distance Education

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| Position number | 00047859 |
| Agreement | Public Sector CSA Agreement 2024 or as replaced |
| Classification | Level 4 |
| Reports to | Manager Business Operations (Level 6) |
| Direct reports | Nil |

Context

Information about the School of Isolated and Distance Education (SIDE) is available on [Schools Online](#).

Please visit education.wa.edu.au for further information about the Department of Education.

Key responsibilities

- Assist with the coordination of the Student Support Program.
- Research, develop and implement systems, intervention strategies and alternative programs that provide a responsive and effective support service for students, family members and staff.
- Establish and maintain professional links between the student, the family, the school and other appropriate agencies in the community.
- Undertake work assessments on students, including liaising with parents/guardians, students, staff and other stakeholders.
- Assist the School Administration team in crisis management by providing relevant and appropriate strategies and support, as required.
- Actively assist teaching staff in the planning and implementation of class and school activities and co-facilitates group work.
- Actively participate in multi-disciplinary team meetings and case conferences within the college/school and with other agencies as appropriate including the provision of information and consultancy advice as required.

Selection criteria

1. Well-developed oral and written communication and interpersonal skills that demonstrate an ability to establish and maintain effective working relationships, negotiate and resolve conflict.
2. Demonstrated well developed organisational skills with the ability to prioritise tasks to meet deadlines and work autonomously and collaboratively within a team environment.
3. Demonstrated well developed research, conceptual and analytical skills and experience in identifying problems and developing appropriate intervention strategies and support programs.
4. Demonstrated skills and experience in working with individual or small groups of students who are experiencing difficulties.
5. Demonstrated knowledge of the youth sector, particularly local organisations and services.

Eligibility and training requirements

Employees will be required to:

- possess a Tertiary qualification in the Social or Behavioural Science area
- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 11 December 2025
Reference D25/1229673