

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

| | | |
|--|---|--|
| Public Sector Management Act 1994 | Salaries/Agreement/Award Education Department Ministerial Officers Salaries, Allowances and Conditions Award 1983, School Support Officers (Government) General Agreement 2014 or as replaced | |
| Group: | Schools | Effective Date of Document 28 September 2017 |
| Region: | Education Regions | |
| School: | Schools | |

| | |
|---|--------------------------------|
| THIS POSITION | |
| Title: | Student Support Officer |
| Classification: | Level 2 |
| Position No: | Generic |
| Positions under direct responsibility: Nil | |

| | | |
|--|--|------------------------|
| REPORTING RELATIONSHIPS | | |
| TITLE: | Principal | |
| CLASSIFICATION: | Various | |
| POSITION NUMBER: | Various | |
| TITLE: | Deputy Principal / Program Coordinator | |
| CLASSIFICATION: | Various | |
| POSITION NUMBER: | Various | |
| This position and the positions of: | | |
| Title | Level | Position Number |
| Various | | |

| TITLE | CLASSIFICATION | POSITION NO | EFFECTIVE DATE |
|-------------------------|----------------|-------------|-------------------|
| Student Support Officer | Level 2 | Generic | 28 September 2017 |

CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45,000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing Secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/web/our-organisation/home>.

Further context about the particular school or college in which the vacancy is being advertised is available on the Department's website. Please visit <http://www.det.wa.edu.au/schoolsonline/home.do> and enter the school or college name in the *Find a School* field.

| TITLE | CLASSIFICATION | POSITION NO | EFFECTIVE DATE |
|-------------------------|-----------------------|--------------------|-----------------------|
| Student Support Officer | Level 2 | Generic | 28 September 2017 |

ROLE

The Student Support Officer:

- assists with administrative processes that ensure a responsive and effective student support service
- under direction, collaborates and conducts discussions with staff, parents/guardians and the community to identify student absenteeism and truancy and to collect and provide case information
- assists with the implementation of a range of school attendance strategies
- attends and provides supporting information to multi-disciplinary team meetings, case conferences and other intervention processes
- maintains information and record systems and collates and prepares information used in case conferences and to develop strategies and student support programs
- under direction, participates in crisis management and response duties as required
- provides support for special projects and across School/College teams as required.

OUTCOMES

1. Information and assistance is provided to students, staff and parents that contribute to improved student attendance and an effective student support service.
2. Appropriate communication and liaison networks are established within the school community and with other key stakeholders.
3. Comprehensive records are maintained for use in case conferences and in the development of student support strategies.
4. Programs for individuals and/or groups of students are supported.

| | | | |
|---|----------------------------------|-------------------------------|--|
| TITLE Student Support Officer | CLASSIFICATION Level 2 | POSITION NO Generic | EFFECTIVE DATE 28 September 2017 |
|---|----------------------------------|-------------------------------|--|

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated good written and verbal communication skills and the ability to provide a professional, confidential service to a range of clients.
2. Demonstrated good interpersonal skills, including the ability to establish and maintain effective working relationships.
3. Demonstrated experience in the use of computerised management information systems including database, spreadsheet and word processing software.
4. Demonstrated effective organisational skills and experience in providing administrative support with the ability to manage conflicting timelines.

ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

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

ENDORSED

DATE 28 September 2017
TRIM REF # D17/0404117