

Student Support Officer

Schools

Position number	Generic
Agreement	Department of Education (School Support Officers) CSA Agreement 2019 , or as replaced.
Classification	Level 2
Reports to	Deputy Principal/ Program Coordinator (Various levels)
Direct reports	Nil

Context

Information about the particular school or college in which the vacancy is being advertised is available on [Schools Online](#).

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

Key responsibilities

- Assist with administrative processes and provision of information to students, staff and parents, ensuring a responsive and effective student support service.
- Under direction, collaborate and conduct discussions with staff, parents/guardians and the community to identify student absenteeism and truancy and to collect and provide case information.
- Assist with the implementation of a range of school attendance strategies.
- Assist in supporting programs for individuals and/ or groups of students.
- Attend and provide supporting information to multi-disciplinary team meetings, case conferences and other intervention processes.
- Maintain information and record systems and collate and prepare information used in case conferences and to develop strategies and student support programs.
- Establish and maintain communication and liaison networks within the school community and with other key stakeholders.
- Under direction, participate in crisis management and response duties as required.
- Provide support for special projects and across School/College teams as required.

Selection criteria

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 and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 25 February 2021
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