



Program Coordinator Service Delivery

Position number	00039527
Agreement	School Education Act Employees' (Teachers and Administrators) General Agreement 2019 or as replaced
Classification	School Administrator Level 3
Reports to	Manager, Service Allocation, Prioritisation and Coordination (Level 8)
Direct reports	Social Worker x2 (Specified Calling Level 1) Aboriginal Youth Transition Coordinator x2 (Level 4)

Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12 to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner, preparing them for future success.

Statewide Services provides the services and supports required by schools to enable student achievement, with a focus on those students and schools that need it most. It encompasses both school and system-facing service delivery. While it primarily exists to support schools, it also has an important system-facing role supporting strategy and policy development.

Service Delivery is the key interface with schools. Its purpose is to plan, coordinate and deliver targeted services that support schools and regions to improve student achievement.

The Service Planning and Coordination Directorate enables the delivery of an integrated service to support schools to improve student achievement and educational outcomes, accessing subject matter experts as required. It also coordinates the provision of system-wide ancillary services and programs that complement and support student achievement.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Provide high-level advice and support to Departmental staff on working with students excluded or at risk of being excluded.
- In response to a request, coordinate a needs assessment process and allocation of suitable resources to support students excluded or at risk of being excluded.
- Ensure information and support are provided to assist families to make informed choices about the educational provision for their child.
- Coordinate alternative learning placement programs for schools with students excluded or at risk of being excluded.
- Develop, implement, monitor and review alternative learning placement plans and learning programs.
- Provide input into the development of policies and procedures that promote educational outcomes for students excluded or at risk of being excluded.
- Provide professional leadership, coaching and mentoring programs to build capacity of staff and school networks.
- Work with school staff to develop pathways and transition support for students excluded or at risk of being excluded.
- Establish and maintain effective working relationships with internal and external stakeholders.
- Lead staff members within Service Planning and Coordination in the development and achievement of departmental outcomes.
- Research and analyse data, monitor effectiveness of programs and provide comprehensive reports.
- Provide subject matter expertise as required to inform other system responses.
- Work in direct partnership with school-based staff.
- Build productive connections in consultation with other agencies and service providers that adapt and respond to individual school and student contexts and needs.
- Manage financial, human and physical resources of the branch.
- Work within and across teams and business units to integrate service, support and advice to schools and the system.
- Work in a culturally responsive and context specific manner to productively and respectfully engage stakeholders.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.

Selection criteria

1. Demonstrated capacity to provide effective leadership in a diverse range of educational settings.
2. Demonstrated professional knowledge in the use of data systems and analysis processes.
3. Demonstrated capacity to manage and conduct needs analysis utilising case management processes.
4. Demonstrated high level of interpersonal and public relations skills that demonstrate the ability to establish and maintain effective working relationships to achieve planned outcomes.
5. Demonstrated professional knowledge and the ability to apply this knowledge to ensure a high level of educational outcomes for all students, e.g. Aboriginal students, students from diverse ethnic backgrounds and students with special needs.
6. Demonstrated capacity to manage physical and financial resources.

Eligibility and training requirements

Employees will be required to:

- hold a recognised qualification in teaching and be currently registered or eligible for registration to teach in Western Australia
- 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 18 March 2022
Reference D22/0209976