



Student Support Worker – Intensive English Centre Schools

Position number	Generic
Agreement	Department of Education (School Support Officers) CSA Agreement 2021
Classification	Level 3
Reports to	Deputy Principal, Intensive English Centre
Direct reports	Nil

Context

Schools deliver education, development and learning to their student cohort and ensure all students are provided with the opportunity to achieve positive educational outcomes which make full use of their individual capabilities. Within the Perth metropolitan area the English as an Additional Language or Dialect (EAL/D) Program, Statewide Services, provides specialist program support to improve the educational outcomes of students whose first language or dialect is not Standard Australian English.

Critical components of the EAL/D Program are the Intensive English Centres (IECs). These centres provide specialist intensive English language instruction for students either newly arrived in Western Australia or starting formal schooling with minimal English language competence. Currently there are 14 IECs situated in the metropolitan area.

IECs enrol some 900 newly arrived students every year. Approximately 60% of these students arrive in Western Australia as refugees under the Humanitarian Settlement Scheme.

Many of these students have no or limited English language skills, limited schooling experiences and may be illiterate in their first language. Most were born outside their homeland in refugee camps or have lived in refugee camps for an extended period of time. The emotional needs of these students are great, yet not always immediately apparent, as a result of traumatic events they have witnessed or experienced in the past. Students are often from large, unconventional family structures and may have lost one or both parents and other family members. On arrival in Western Australia these students and their families are dealing with relocation and settlement issues, loss and grief, post-traumatic stress and other social and emotionally related issues, particularly related to learning a second language, learning literacy skills, learning about school culture and learning about a new culture.

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

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

Key responsibilities

- Assist in the coordination of the Student Support Program.
- Assist in developing and introducing systems and intervention strategies which provide a responsive and effective support service for the students, their family members and teaching staff.
- Provide strategies for teachers and students to manage stress and anger, identification of stress responses and other strategies for dealing with and overcoming trauma.
- Develop supportive links between the child, the family, the IEC and other appropriate agencies in the community and establish a network of partnerships with other government and non-government providers, particularly with those offering assistance to refugees and with health and education services.
- Actively participate in multi-disciplinary team meetings and case conferences with the IEC staff and with other agencies as appropriate, including supporting students and their families to access a variety of health services and the provision of information and consultancy advice as required.
- Develop and maintain a record system and prepare and collate information used to develop and monitor strategies and alternative programs.
- Act as a resource within the IEC community, undertake research, participate in projects, and provide written reports as required.

Selection criteria

1. Demonstrated good oral, written and interpersonal skills and experience in working autonomously, collaborating and liaising effectively at all levels.
2. Demonstrated skills and experience in identifying problems, resolving conflict and negotiating solutions, and ability to coordinate support for individuals or groups of EAL/D students experiencing difficulties.
3. Demonstrated skills and experience in keeping records and ability to develop and maintain a comprehensive record system that provides information for planned interventions and student programs.
4. Demonstrated awareness and sensitivity to differing cultural backgrounds of students and their family.

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 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
- 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 24 November 2022
Reference D22/0823854