



Student Support Coordinator

Eaton Community College

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| Position number | 00047929 |
| Agreement | Department of Education (School Support Officers) CSA Agreement 2024 or as replaced |
| Classification | Level 5 |
| Reports to | Deputy Principal (School Administrator Level 4) |
| Direct reports | Nil |

Context

Information about Eaton Community College is available on [Schools Online](#).

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

Key responsibilities

- Lead and coordinate the Student Support Program.
- Lead and develop evidence-based processes and implement systems, intervention strategies and alternative programs that provide a responsive and effective support service for students, family members and staff.
- Lead and coordinate direct program service delivery, pastoral care and social emotional wellbeing initiatives, including but not limited to; community outreach, home visits, needs assessment, whole school wellbeing programs, facilitating group work, and guiding young person's personal, social emotional and educational development, to increase engagement and educational outcomes.
- Provide leadership and strategic direction to the Student Support Team, case coordination, and coordination of support services for identified students.
- Provide expertise and advice to staff on specific cases and crisis intervention.
- Establish and maintain professional links, working relationships, formal agreements, protocols, and collaboration partnerships with the college, community members, parents/carers and other relevant external agencies, organisations, and key stakeholders to support students and families.
- Identify, develop, implement and evaluate attendance, wellbeing and engagement programs, including strategies and procedures, and other data analysis to identify key issues and trends.
- Use evidence based best practice and data to inform appropriate strategies and support interventions.
- Lead, mentor, and guide Allied Professional staff within the Student Services Team.

- Lead and support the Student Support Team through strong communication networks within the Department of Education, Youth and Community Sector, and other government, and non-government agencies working with disengaged youth.
- Participate in multi-disciplinary team meetings and case conferences within the college and with other agencies as appropriate, providing information and consultancy advice as required.

Selection criteria

1. Demonstrated well-developed oral and written communication and interpersonal skills, including the ability to establish and maintain effective working relationships, collaborate with individuals across a range of backgrounds, negotiate/resolve conflict and work within a team environment.
2. Demonstrated well developed research, conceptual and analytical skills and experience in identifying problems and developing/delivering appropriate intervention strategies and support programs.
3. Demonstrated skills and experience in working with individual or small groups of students in diverse settings, who are experiencing psychosocial, wellbeing, physical and other barriers, and challenges.
4. Demonstrated well developed knowledge of family systems, mental health and wellbeing of young people and their parents/carers and an understanding of required services to support families to function well and provide positive caring environments for young people.
5. Demonstrated sound knowledge and experience in the youth, mental health and community sectors, particularly in working with local organisations and services to best support young people, additionally, knowledge and professional practice and code of ethical framework standards.

Eligibility and training requirements

Employees will be required to:

- possess a Tertiary qualification in the Social, Behavioural Science and or Youth, Mental Health and/or Community services area or equivalent
- 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 18 December 2025
Reference D25/1256224