

POSITION DESCRIPTION

Position Title	Koorie Liaison Officer
Position No	
Department	Student Wellbeing
Faculty/Centre	Engagement and Support
Classification	PACCT Worker Level 5 (PW 5)
Prepared By	Manager - Student Wellbeing
Date	June, 2023
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Establish effective and positive working relationships between Holmesglen Institute and Koorie students, local communities, service providers and industry and business partners. 2. Identify, develop and implement a range of programs and initiatives to encourage Koorie engagement with life in accordance with the Learner Engagement and Partnership Strategic Plan. 3. Research, develop and implement activities and approaches that support the objectives of the Marrung Education Plan and Wurreker Strategy including monitoring, evaluation and reporting. 4. Lead, support and strengthen the Institute's Koorie Unit to encourage engagement of Koorie learners in mainstream courses and contribute to the Institute's overall cultural priorities and improvements.
Manager/Supervisor	Manager - Student Wellbeing (Manager)
Subordinates	Koorie Student Support Officers
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Manager, Heads of Department and Education Managers to advise on the operation and effectiveness of educational welfare and support services to Koorie students. ▪ Student Wellbeing staff, the Learning Support Centre and teaching and learning departments to provide appropriate services and individual support for Koorie students. ▪ Internal clients, students and teaching staff to inform the changing needs of, and day to day support services for Koorie students ▪ Management and staff in departments and faculties across the Institute as required to undertake the duties and responsibilities of the position.

External Communication Requirements

- Maintain ongoing communication with Commonwealth, State and Local government departments, which have relevance to Koorie students.
- Liaise and consult with Koorie community organisations to remain informed of services available to students and ensure appropriate referral.
- Communicate with professional staff from educational institutions, including universities, secondary, tertiary and Vocational Education and Training (VET) providers regarding the provision of Koorie student support services.
- Facilitate communication with external Koorie community groups and agencies and represent the Student Wellbeing department at appropriate workshops and conferences.

Specific Accountabilities

1. Develop and foster key relationships with the local Koorie community to establish pathways into education and employment.
2. Contribute to the development and implementation of activities and approaches that support the objectives of the Wurreker Strategy including monitoring, evaluation and reporting.
3. Coordinate the work of the Koorie Student Support Officers to:
 - identify the educational and training needs of the local Koorie community
 - provide advice regarding appropriate methods to support Koorie access to education and employment
 - arrange specific services for individual students, including disability support, literacy or numeracy diagnostic testing and remedial support.
4. Liaise with relevant statutory bodies, government departments, schools and other local community organisations to maximise awareness and support for Institute programs.
5. Provide support and information on policy changes affecting Koorie education and employment.
6. Support Student Wellbeing, and other relevant Institute staff, with culturally specific advice and implement innovative support services which empower Koorie student engagement and participation and achieve positive learning outcomes.
7. Prepare reports, case studies, and data as required on the progress, evaluation and outcomes of various programs which support Koorie participation.
8. Assist in the planning, development, implementation and evaluation of:
 - Cultural Awareness training for relevant stakeholders
 - specific cultural related units within Institute programs.
9. Contribute to the development and implementation of promotional materials, activities and events which encourage the participation of Koorie students.
10. Liaise with local Koorie organisations, Wurreker Brokers and Local Aboriginal Education Consultative Groups to:
 - outline the programs and services available
 - provide the Institute with the community's educational and training needs
 - promote participation in Institute programs.

11. Liaise and consult with Institute staff and relevant student support services to maintain services for Koorie students and to ensure these services are provided in a culturally sensitive environment.
12. With the Manager, monitor, review and evaluate the operation of the Koorie student support service to ensure the appropriateness and professionalism of service delivery.
13. Provide qualitative and quantitative monthly reports of Koorie support and other activities highlighting trends observed and suggesting remedial action where appropriate.
14. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
15. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
16. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards, to ensure that departmental operations and work areas comply with Occupational Health and Safety legislation.

Qualifications

Minimum

- Degree qualifications in education support, disability or community services or similar discipline with demonstrated relevant experience.
- Lesser qualifications may be accepted subject to significant relevant work experience.
- National Criminal History (Police) Check
- A current and valid driver's licence is required.

Knowledge

- Demonstrated connection to the Koorie community and a broad knowledge of the various aspects of working with Indigenous communities.
- Ethical professional practices and an understanding of case management processes, in the provision of Koorie student support services.
- Familiarity with relevant Koorie community organisations and welfare agencies including welfare and mental health information services and referral processes specific to members of the Koorie community.
- A sound understanding of cross-cultural communication and culturally sensitive practice including confidentiality and privacy principles applicable in the education and professional sectors.
- Knowledge of National Privacy Laws, equal opportunity legislation, legal intervention and government social policy and demonstrate an understanding of how these can impact on the Koorie cohort.
- Understanding of:
 - necessary legislation, regulations, processes, and techniques applicable to Koorie education and cultural expectations
 - strategies used, to support people with special needs

Experience

- the Victorian TAFE system, educational programs, including Apprenticeships, VCAL, and current issues and developments in the VET and higher education sectors impacting the student experience.

- Demonstrated management experience in a learner engagement environment including workflow coordination, supervision and professional development of team members.
- Experience in:
 - an educational environment, or similar, including active involvement in the delivery of education and training and the provision of support services to the Koorie community
 - and broad knowledge of, the various aspects of working with the Koorie community
 - the development, coordination and promotion of a range of learner focussed engagement programs
 - working autonomously in an environment that requires judgement, discretion and initiative
 - setting priorities in an environment of competing demands.

Skills

- Self-motivated, with demonstrated organisational skills and the ability to work cooperatively within a team or to work without supervision.
- Well-developed interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to and demonstrate empathy towards a diverse range of clients, staff and student cohorts.
- Customer service skills including the ability to relate well to people at all levels in order to obtain relevant information, provide advice and successfully effect change.
- An ability to:
 - establish a rapport with students and staff and engaging with Koorie students through an understanding of their environment and its stresses
 - coordinate workflow, prioritise work tasks effectively and work under pressure while maintaining accuracy and attention to detail
 - be flexible and responsive to the changing demands of the Institute community
 - negotiate effectively and work through issues constructively with students, clients and relevant stakeholders
 - deal with sensitive and confidential information, as well as the ability to use initiative to develop appropriate and relevant solutions to identified issues
 - develop new ideas, strategies and innovative solutions to meet the diverse needs of students
 - work autonomously, and as part of a leadership team, to manage projects and lead Koorie related activities
 - work in, and foster, a harmonious working environment, to work as part of a team and to work effectively and collaboratively with staff.
- Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and work concurrently on multiple tasks in an environment of competing demands.

- Analytical and problem-solving skills to successfully work through complex situations using a solution-focussed and strength-based approach.
- Empathetic and resilient, with the ability to apply knowledge, experience and skills to solve problems and provide sound advice.
- Self-motivated, enthusiastic and proficient in the use of MS Office applications as well as general database management software.

Key Selection Criteria

In addition to qualification requirements the incumbent will have:

1. A demonstrated understanding of, and empathy for, the issues relevant to Koorie education and training with the ability to facilitate groups and provide guidance and advice.
2. Experience in youth and adult welfare, behavioural intervention, individual learning plans and incident management preferably in a Koorie, educational, youth focussed environment, including a proven background in the provision of wellbeing support services.
3. Demonstrated organisational and proven time management skills, with a demonstrated ability to meet deadlines and work concurrently on, and prioritise, competing tasks and work schedules.
4. Proven written and verbal communication skills, and interpersonal skills, including the ability to build strong client relationships and interact effectively stakeholders, particularly Koorie students, their immediate and extended families and relevant agencies.
5. Self-motivation with a proven ability to maintain privacy and confidentiality, work cooperatively and flexibly and organise multiple tasks and competing demands.
6. Competence in the use of MS Office products, internet-based applications and database management software. The ability to research the Internet and use of social media forums is required.

Note

- This is an Indigenous identified position and only available to Aboriginal and Torres Strait Islander peoples. This position represents a special measure in accordance with s8(1) of the Racial Discrimination Act 1975 (Cth) and s12 of the Equal Opportunity Act 2010 (Vic).
- This position description describes in general terms the normal duties which this position is expected to Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there is a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a current Victorian Employee Working with Children check.

- Holmesglen cultivates a workforce that embraces and values student voice and partnership.