

## POSITION DESCRIPTION

<b>Position Title</b>	Koorie Student Support Officer (KSSO)
<b>Position No</b>	
<b>Department</b>	Student Engagement and Equity
<b>Faculty/Centre</b>	Engagement and Support
<b>Classification</b>	PACCT Worker Level 4 (PW 4)
<b>Prepared By</b>	Manager - Student Engagement and Equity
<b>Date</b>	August, 2023
<b>Approved By</b>	Associate Director - Human Resource Operations
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Engage with faculties and Institute support areas to support Koorie students in meeting their full potential through further education pathways.</li> <li>2. Provide in class and one-to-one out of class support to Koorie students who indicate a need for academic support, have a disability, learning disability or medical or mental health condition.</li> <li>3. Identify with, and relate to, the Koorie student's culture in an appropriate, safe and supportive way to facilitate learning and promote educational success.</li> </ol>
<b>Manager/Supervisor</b>	Manager - Student Engagement & Equity
<b>Subordinates</b>	Not Applicable
<b>Internal Communication Requirements</b>	<ul style="list-style-type: none"> <li>▪ The Manager, Heads of Departments and Education Managers to advise on the operation and effectiveness of educational, welfare and support services to Koorie students.</li> <li>▪ Student Engagement &amp; Equity and Student Wellbeing staff, the Learning Support Centre and teaching and learning departments to provide appropriate services and individual support for Koorie students.</li> <li>▪ Internal clients, management and staff in departments and faculties across all levels of the Institute to inform changing needs and provide support and information.</li> <li>▪ Participate in internal activities as required, representing the views of both the Student Wellbeing department particularly and the Engagement and Support division generally.</li> </ul>
<b>External Communication Requirements</b>	<ul style="list-style-type: none"> <li>▪ Liaise with Commonwealth, State and Local government departments which have relevance to Indigenous student welfare.</li> </ul>

## Specific Accountabilities

- Liaise and consult with community organisations to remain informed of services available to Koorie students and to ensure appropriate referral.
  - Communicate with professional staff from tertiary and secondary educational institutions, and Vocational Education and Training (VET) providers regarding the provision of support services to Indigenous students.
  - Facilitate communication with external Indigenous community groups and agencies.
  - Participate in external activities as required, and communicate the Institute's strategic directions, representing the views of the Institute generally, and the department specifically.
1. Provide support with Koorie student induction and onboarding including completion of enrolment activities and relevant administrative processes.
  2. Support Koorie students to engage in classroom activities through individual learning plans and early intervention and assist in the identification of issues which may obstruct academic progress.
  3. Work with teaching and other support staff to ensure an understanding of Koorie issues and how challenges can be compounded when considering other intersecting identities.
  4. Support the development of strategies for managing identified student issues, including wellbeing, financial, engagement and learning support services.
  5. Support Student Wellbeing, and other relevant Institute staff, with culturally specific advice and implement innovative support services to empower Koorie student engagement and participation and ensure positive learning outcomes.
  6. With the Koorie Liaison Officer, deliver Koorie-student focused social events, excursions and activities aimed at increasing participation in campus life and supporting successful social, study and educational outcomes.
  7. Utilising a range of solution focussed, strength-based approaches and support techniques, work with and provide case management support to Koorie students in need.
  8. Act as the first point of contact for critical incident intervention and work with significant parties to develop strategies to ensure the effective management of situations.
  9. Assist with the development, review and implementation of policies and procedures related to the Koorie student experience.
  10. Develop and implement procedures for referrals to external support agencies including the maintenance of appropriate records to comply with statutory requirements.
  11. Develop and maintain professional relationships with external community, government and support agencies and identify appropriate resources for Koorie students.
  12. Provide tailored case plans, and pathways advice, which meet Koorie student needs and provide relevant management reporting related to case management.
  13. Participate in the interview and student selection process to identify suitable applicants for available programs and negotiate with teaching departments for places for individual students.

14. As an active member of Student Wellbeing:
  - provide decision making advice to ensure culturally safe and trauma informed outcomes
  - advocate for Koorie students in relation to wellbeing concerns and ensure Koorie students are appropriately represented both internally and externally
  - engage in and lead Koorie-student activities and excursions to develop a positive rapport
  - with each student, develop a “pathway” plan for further training or employment and collate student data to determine student and pathway outcomes.
15. Facilitate groups and environments that encourage student wellbeing including the coordination of support systems for students with special needs.
16. Maintain and develop personal and professional skills through attending relevant in-service training programs, reviewing current journals and attending relevant conferences and meetings.
17. Assist the Manager to monitor, review and evaluate the operation of the Indigenous student support services to ensure the appropriateness and professionalism of service delivery.
18. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
19. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
20. Act in accordance with Holmesglen Safety policies and procedures, including Child Safe Standards, and ensure that departmental operations comply with Occupational Health and Safety legislation.

## **Qualifications and Licences**

This role 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).

### **Minimum**

- Degree qualifications in Education Support, Disability or Community Services or similar field with significant relevant experience.
- Lesser qualifications with substantial relevant experience may be accepted.
- 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 community organisations and welfare agencies including welfare and mental health information services and referral processes specific to members of the indigenous community.

## Experience

- A sound understanding of:
  - cross-cultural communication and culturally sensitive practice including confidentiality and privacy principles applicable in the education and professional sectors
  - necessary legislation, regulations, processes and techniques, as well as a knowledge of strategies used to support people with special needs.
  - Victorian VET educational programs, including current issues and developments in the VET and higher education sectors which impact the student experience.
- Experience in:
  - an educational environment including active involvement in the delivery of education and training to the Koorie community and the provision of support services
  - establishing a rapport with students and staff and engaging with young students through an understanding of their environment and its stresses
  - setting priorities in an environment of competing demands.
- Working autonomously in an environment that requires judgement, discretion and initiative.

## Skills

- Self-motivated, with demonstrated organisational skills and the ability to work cooperatively within a team or work without supervision.
- Sound advocacy skills to facilitate support for “at risk” students and to work through issues constructively with students, clients and relevant stakeholders.
- The ability to:
  - display empathy and problem-solving skills due to the nature of the role and challenges faced by the students
  - be flexible and responsive to changing demands including the ability to develop new ideas, strategies and innovative solutions to meet the diverse needs of students
  - deal with sensitive and confidential information, as well as the ability to use initiative to develop appropriate and relevant solutions to identified issues.
- Well-developed interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to a diverse range of clients, staff and student cohorts.
- Proven time management, administrative and record-keeping skills, with a demonstrated ability to meet deadlines and prioritise work in an environment of competing demands
- Competence in the use of the MS Office products, internet-based software applications and 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 provide guidance, advice and wellbeing services.
  2. Demonstrated analytical and problem-solving skills to successfully work through complex situations using a solution-focussed and strength-based approach

3. Well-developed interpersonal, written and verbal communication skills, and interpersonal skills, with a demonstrated ability to relate and liaise effectively with Koorie communities and relevant agencies.
4. Demonstrated self-motivation with a proven ability to maintain privacy and confidentiality, work cooperatively and flexibly and organise multiple tasks and competing demands.
5. 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.
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 position description describes in general terms the normal duties which this position is expected to undertake. 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 and a National Police History check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.