



POSITION DESCRIPTION

Engagement Coordinator

Reports to: Manager Skills & Jobs Centre
Classification:

Department: Skills & Jobs Centre
Location:
Mildura

About SuniTAFE

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

Our Values

SuniTAFE's values and behaviours ensure quality education outcomes by setting out the kind of organisation we are, what is important to us collectively, and how we work to achieve success.



Primary objectives

- Work collaboratively in a mobile, agile capacity to support youth in their work or educational aspirations.

- Engage with diverse members of our communities, industries, schools, non-school providers, and government agencies in developing sustainable relationships, working across our four Local Government Areas (LGA's) – Buloke, Gannawarra, Mildura and Swan Hill.
- Complete reporting, within required timeframes, for all Common Funding contract milestones associated with the project.

Position summary

The Skills and Jobs Centre Engagement Coordinator will provide outreach and career advice services for school-aged early school leavers, to support and secure transitions into, continued engagement of post-school education, training and employment pathways.

The service provided will also support to build additional youth-focussed capability and capacity into existing offerings as set out in the Skills and Jobs Centre (SJC) Service Delivery Framework.

They will provide professional, relevant advice and leadership to internal and external stakeholders whilst ensuring students, employers and community remain informed on Mallee employment and training trends.

The incumbent's tasks will include the development, administration and maintenance of the Victorian Early Leaver Connection Initiative (VELCI) Career Advice Service funding. Meeting reporting requirements and budget acquittal, as specified within the funding agreement.

The Engagement Coordinator will be required to plan, coordinate and attend events or engagements, relevant to the initiative. This will require travel and overnight stays, as part of completing the required duties of the role, which can occur outside normal business hours.

The role requires the incumbent to be an engaging, motivated professional with excellent interpersonal negotiation skills when dealing with a wide range of internal and external stakeholders. They will possess high levels of energy, the ability to build trust, possess high levels of integrity, understand and comply with confidentiality and privacy standards.

Key responsibilities

Provide stewardship, oversight and mentoring to the team delivering services to the Youth Program.

- Plan, develop and research resources, to implement strategies, for both internal and external projects aimed at supporting early school leavers.
- Encourage a supportive environment for students and clients to seek out course and pathway information and access to institute services.
- Maintain high level knowledge and understanding of youth issues and trends, along with current policies and strategies, at a local level.
- Under the broad direction of the SJC Manager, the incumbent will develop an action plan and operational strategies based on the Department of Education and VSA approved Workplan
- The incumbent will be required to lead career events and direct support staff involved.

- The incumbent will track employment trends across the four LGA'S of Buloke, Gannawarra, Mildura and Swan Hill, using the SJC VSA Dashboard.
- Build and develop strong connections with the schools and non-school providers, career, and health and wellbeing staff.
- Facilitate and conduct meetings and information sessions with school practitioners to promote the service in line with the Department of Education VELCI contract and VSA SJC Delivery Framework.

Provide first point of contact to clients accessing the Skills and Jobs Centre.

- High level of written and verbal communication skills is required to liaise with diverse members of our schools and local communities.
- The incumbent will work with other SJC staff to build their capacity and capability to support young people with transitions and continued engagement in post-school education, training, and employment pathways.
- Strong negotiation and influencing skills and the ability to collaborate and gain cooperation, to achieve KPI's and objectives as outlined in the Department of Education Victorian Early Leaver Connection Initiative (VELCI) contract and SJC Service Delivery Framework
 - Engage with clients by conducting outbound and inbound calling activities utilising the Student Management System data to engage and re-engage clients as required.
 - Actively follow up on enquiries generated as a result of youth engagement activities, events and seek to convert enquiries into outcomes.

Work collaboratively in a mobile, agile capacity to support local students and the broader community to optimise engagement in this initiative.

- Schedule appointments for clients with key stakeholders and provide a central coordination point.
- Consult with the key stakeholders in obtaining regular updates on local labour market needs.
- Establish a referral network for employment and study opportunities that maximise outcomes for early school leavers.

Record data and provide reports related to:

- Design, implement and report on early school leaver engagement activities.
- Provide accurate recording, retrieval and storage of external/internal client information.
- Utilise relevant data management systems and other manual records, as appropriate.

Act in accordance with SuniTAFE values – Relationships, Integrity, Accountable and Improvement including:

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.

- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Workplan and Performance Review process.
- Participate in all team-based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with OH&S and EEO legislation;
- Ensure compliance with SuniTAFE's Staff Code of Conduct, Child Safety Policy and Child Safety Procedures at all times.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations on steps to make agreed improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Actively prevent fraud and corruption.

Knowledge, skills and abilities

QUALIFICATIONS & EXPERIENCE:

- Hold or be working towards a Graduate Certificate in Career Development (desirable)
- Certificate IV Career Development; with substantial experience in engaging with youth cohort.
- Knowledge of the VET sector and SuniTAFE policies and procedures.
- Knowledge of external community services providers.

SKILLS & ABILITIES:

- The incumbent works with a high degree of autonomy in managing their own workload whilst operating at a professional level representing both SuniTAFE and SJC.
- Possess the ability to work independently while also supporting or supervising others, to engage with industry and build relationships relevant to the VSA Service Delivery Framework.
- Ability to promote and provide specialised advice to support the VELCI service externally, ensuring schools and young people who may be eligible, can easily see the available support and contact directly for support or assistance.
- Intermediate computer skills and knowledge including Microsoft Office and SMS.
- Customer Service focused with ability to take initiative to resolve problems and issues within bounds of delegated authority.
- Ability to maintain confidentiality.
- Adherence to Public Service Code of Conduct and SuniTAFE values.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Skills and Jobs Centre • Schools Coordinator • Engagement & Retention Officer • Engagement Officers • Senior Manager Community and Industry Engagement 	<ul style="list-style-type: none"> • Schools • Non-school Providers • Referral Partners • Government bodies • Learn Locals • Skills & Jobs Network • Apprenticeship & Traineeship Centres • VSA

Key selection criteria

- Graduate Certificate in Career Education and Development or similar; with substantial experience in career development and engaging with youth cohort.
- Demonstrated high level skills in communicating and liaising at all levels of the organisation as well as with external stakeholders.
- Demonstrated ability to build capacity and share knowledge.
- Ability to work with minimal supervision and exercise good judgement.
- Knowledge of the VET sector and SuniTAFE policies and procedures.
- Demonstrated knowledge of external community services providers.
- Demonstrated presentation and public speaking skill.

The successful candidate will be required to provide:

- *A successful criminal record check which is less than 6 months old; and*
- *A working with children check.*

Additional Information

- SuniTAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply.
- SuniTAFE promotes the safety, wellbeing and inclusion of all children including those with a disability.
- Position, requirements, classification skill level required and conditions in accordance with Sunraysia Institute of TAFE (PACCT) Enterprise Agreement 2021.

Systems Access Level:	HR employee
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