



POSITION DESCRIPTION

Koorie Student Support Officer (Casual)

Reports to: Koorie Strategic Relationship Manager

Department: Dulka Yuppata

Classification: PACCT 4.1

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

This is a casual position with a view to Provide support to staff and clients at the Dulka Yuppata Centre including;

- Provide support to assist Dulka Yuppata staff to implement tasks within the Wurreker Strategy
- Support Dulka Yuppata staff with the engagement of Koorie & Youth learners to connect them with services at SuniTAFE
- Assist in the transport of Koorie & Youth Learners to and from the Institute

Position summary

Under the supervision of the Koorie Strategic Relationship Manager this role delivers high quality customer service acting as the first point of contact for all clients at SuniTAFE's Dulka Yuppata Centre. This casual position provides support, advice and directions to students throughout their student journey at SuniTAFE. This position also provides support to the Education Delivery Manager and teaching staff in student issues that become apparent during the education process.

Key responsibilities

Provide meeting and general support to assist Dulka Yuppata staff to implement key tasks within the Wurreker Strategy

- Liaise with stakeholders to provide agenda and meeting notes for internal and external meeting and planning sessions.
- Attend internal & external meetings in the capacity of minute taker.
- Complete & distribute minutes within required timeframes
- Respond to all general email and phone enquiries in a professional timely manner
- Provide assistance with preparing classroom for learning activities
- Provide general support in relation to Dulka Yuppata events of significance eg NAIDOC

Engage with and support Koorie & Youth Learners

- Provide a professional face to face reception presence at the Dulka Yuppata Centre
- Act as a daily point of contact for students, teachers and staff regarding Koorie and youth attendance
- Understand and adhere to SuniTAFE procedure and policies relating to the student journey.
- Arrange appointments with internal and external stakeholders to support process requirements
- Assist the Koorie Student Support Officer and Skills and Jobs Centre with the Early School Leavers process if required.
- Support Koorie Learners to gain the required documentation for enrolment eg Birth Certificate

Assist in the transport of Koorie & Youth Learners to and from the Institute

- Provide pick up and drop off bus service as rostered for Koorie students

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

- Minimum Certificate III in Business or willing to undertake a traineeship.
- relevant demonstrated experience in a customer service/business environment.
- Demonstrated understanding of local Indigenous culture and the ability to communicate effectively to support Indigenous people.

- Commitment to quality customer service, values the supplying of accurate and timely information.
- Understanding of Microsoft Office Suite, including Word, Excel and Outlook.
- Excellent written, verbal and interpersonal communication skills.

Organisational relationships

Subordinates	Key Relationships	
	Internal	External
Nil	<ul style="list-style-type: none"> • Administration staff • Skills and Jobs Centre • Student Support Services • Teachers 	<ul style="list-style-type: none"> • Students • Families

Key selection criteria

*** This is a special measures role and only Aboriginal and/or Torres Strait Islander peoples are eligible to apply, as per the Equal Opportunity Act 2010***

- Minimum Certificate III in Business or willing to undertake a traineeship
- Demonstrated understanding of local Indigenous culture and the ability to communicate effectively to support Indigenous people
- Relevant experience in a customer service/business environment
- Excellent written and verbal communication skills
- Understanding of Microsoft Office Suite, including Word, Excel and Outlook
- Valid drivers license

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.