



POSITION DESCRIPTION

Student Wellbeing & Disability Liaison Co-ordinator

Reports to: Team Leader SSS

Department: Student Support Services

Classification: PACCT 6

Location: Swan Hill

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

- Through the provision of expert advice and professional development, promote a culture of inclusivity, disability awareness, and collaboration with key Institute stakeholders engaged in delivering services to students with a disability at the Swan Hill Campus.
- Coordinate the daily support of students with a disability including employment of casual staff and supervision of those staff supporting students with a disability at the Swan Hill Campus.
- Develop and implement procedures, case management plans and learning support plans for people with disabilities within the framework of relevant legislation.
- Support vulnerable SuniTAFE Students at risk of disengaging from education to remain engaged with SuniTAFE services by:
 - Improving engagement and attendance

- Providing appropriate support to individuals in need
- Provide advocacy for student
- Provide confidential counselling services to minimise factors which adversely affect the personal, social and educational wellbeing of students.
- Function as a SuniTAFE Child Safety Officer.

Position summary

The position reports directly to the Team Leader of Student Support Services and is responsible for the daily coordination, delegation and delivery of disability support services. Working with the Team Leader of Student Support Services, internal and external stakeholders the incumbent is required to coordinate student disability support including liaison and case management, advocacy, advice and learning support for student with a disability, impairment or medical condition across the Swan Hill Campus. This includes the provision of resources, support and reasonable adjustments when required.

The incumbent will provide supervision, guidance and advice where required to the Participation Assistants while encouraging a service culture within the team. The incumbent will liaise directly with the Disability Liaison Coordinator Mildura to ensure disability resources, knowledge and initiatives are consistent and shared across all campuses.

The position provides a variety of additional support services. This will include a range of therapeutic counselling approaches, wellbeing support, and crisis intervention and conflict resolution for students when required.

Key responsibilities

Coordinate the daily support of students with a disability including management of the Swan Hill Participation Assistants and supervision of those staff supporting student with a disability at the Swan Hill campus.

- Provide advice and knowledge to Institute stakeholders with regard to inclusivity, disability awareness, learning support strategies, reasonable accommodations, assistive technology, access to educational resources and equipment, providing classroom assistance where appropriate.
- Use the Institutes Student Management System (SMS) to report on students who have identified as having a disability and requesting support, and make initial contact with these students in regards to their support needs.
- Act as an initial referral point and provide on-going support for students with disabilities and their teachers.
- Monitor the need for special and/or additional educational resources- human and physical, to meet the needs of students with disabilities.
- Coordinate disability support at the Swan Hill campus including outsourcing of services where appropriate, employment of disability support staff internally, and the provision of supervision and guidance to these staff ensuring the timely delivery of services and follow up.

Develop and implement procedures, case management plans and learning assistance plans for people with disabilities within the framework of relevant legislation.

- Provide disability liaison, case management and advocacy services to student with a disability including intake and assessment and the development of learning assistance plans to ensure better outcomes for student. This includes referral to appropriate external service providers when required and management of own case load.
- Responsible for development, implementation, review and maintenance of Institute policies, procedures and initiatives, in the area of people with disabilities.

- In conjunction with other relevant Institute staff, develop support systems which will enhance the integration of people with disabilities into the Sunraysia Institute of TAFE.
- Liaise directly with teachers and applications with disabilities where appropriate to develop modification to delivery modes, course content and assessment procedures.

Promote a culture of inclusivity, disability awareness, collaboration, communication and knowledge exchange with key Institute stakeholder including Education Delivery Managers, teaching staff and those employees engaged in delivering services to student with a disability across the Institute.

- Identify, in consultation with the Team Leader of Student Support services and other relevant staff, internal and external factors which prevent full participation of people with disabilities in the Institute's education and training programs.
- Provide expert advice and professional development to teaching and support staff on disability awareness, disability discrimination and related legislation.
- Promote disability awareness within the Institute by providing expert advice and development to teaching and support staff for inclusion of student with disabilities, disability discrimination and related legislation.

Provide confidential counselling and wellbeing support services to students.

- Provide a range of therapeutic counselling approaches, wellbeing support and crisis intervention and conflict resolution for students when required.
- Provide advice to students regarding access to financial support, learning support, learning pathways and life skills.
- Assist student with conflict resolution, crisis intervention. Complaints and appeals, providing student with information on SuniTAFE policies and procedures.
- Act as a mediator or advocate, facilitating conflict resolution between student.
- Conduct initial intake assessment interviews with student to assess specific needs and provide a confidential counselling service to minimise factors which adversely affect the personal, social and educational wellbeing of students.
- Provide a professional service in all matters relating to the wellbeing of student, including individual counselling, advocacy, support, complex case management and referrals to appropriate external service provider.
- Work with students and Institute staff to identify student needs and implement policies, practices and programs that encourage student engagement and learning.
- Work with teaching and support staff to develop individual case plans for student requiring specific support.
- Develop and maintain extensive networks with external community and government agencies and organisations to identify resources and services available to students.
- Identify through early intervention at-risk-students who may require student support services including; wellbeing, financial, engagement and academic support.
- Ensure the appropriate case records and documentations is completed in a timely manner and stored in line with privacy legislation and Institute record keeping policies.
- Understand and commit to maintaining confidentiality and privacy in accordance with government legislation and Institute policy and procedures.

Improving engagement and attendance.

- Where a student may be considering withdrawal, work with the Education Delivery Manager, Teachers, Koori Liaison Officer and the broader Student support Services team to identify alternative training options.

- Identify opportunities for the development of new programs to provide options to support student engagement and retention.
- Work with the Koorie Liaison Office and other diverse community representatives to design and implement tailored student engagement activities.
- Lead and participate in student engagement activities, including inductions, recreational and social activities.
- Provide monthly data, qualitative reporting and analysis on activities delivered, participation levels, student progress and feedback.
- Effectively monitor and document student incident, issues and complaints.
- Provide advice to Institute stakeholders regarding internal and external resources that could assist in improving all facets of student wellbeing.
- Provide advice and professional development to teaching staff regarding engaging disadvantaged learners, including young people and student with diverse needs.

Child safety Officer duties.

- Provide a single point of contact for students, staff and/or community members requiring advice and/or support regarding any child safety concerns.
- Responsible for providing information on child safe standards and reporting mechanisms to all students via the SSS induction sessions.
- Responsible for providing regular information sessions for all staff regarding the child Safe standards.
- Work with students, staff and/or community members to accurately record any disclosures and/or reported concerns, and advise senior management of any such disclosures for further action.
- Develop and maintain a comprehensive understanding of the legislative requirements surrounding child safe standards, including reporting requirements, definitions of abuse and internal processes for dealing with disclosures.
- Work collaboratively with Institute management and other staff to ensure that child safety is prioritised within the Institute, that any allegations of abuse and/or safety concerns are recorded and responded to consistently in line with legal requirements and Institute policies and procedures.

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:

- Relevant Diploma, Degree or relevant post graduate qualification and experience; or lesser formal qualifications with extensive experience with management experience in technical; or equivalent combination of relevant experience and/or education /training.
- Demonstrated ability to build strong networks and interact effectively with colleagues, students, teachers and support agencies.
- Demonstrated ability to effectively support vulnerable people to achieve positive outcomes.

SKILLS & ABILITIES:

- Ability to effectively manage a diverse range of facilities in an educational environment.
- Ability to deal effectively and coordinate a wide range of external contractors.
- Excellent written and verbal communication.
- Ability to work autonomously and demonstrated initiative.
- Ability to maintain confidentiality in all matters.
- Ability and willingness to work co-operatively as part of a team.

Organisational relationships

| Subordinates | Key Relationships | |
|--|--|--|
| Education Support Workers Casual disability Support Staff | Internal | External |
| | <ul style="list-style-type: none"> • Mildura DLC • Education Delivery Managers • Teaching staff | <ul style="list-style-type: none"> • External organisations • Disability agencies • Training providers • |

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| | <ul style="list-style-type: none"> • Student Support Services • Koorie Liaison Officers • Students | |
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Key selection criteria

- Relevant Degree and relevant post graduate qualification and experience; or lesser formal qualifications with extensive disability related experience with management expertise in technical or administrative fields; or equivalent combination of relevant experience and/or education/training.
- Ability to effectively manage a diverse range of facilities in an educational environment.
- High level of interpersonal skills, professional conduct and confidentiality
- Ability to deal effectively and coordinate a wide range of external contractors.
- Excellent written and verbal communication.
- Demonstrated professional and intuitive judgement and a significant awareness of the consequences of guidance given.

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.

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| Financial Delegation | None | Systems Access Level: | HR Officer |
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