

POSITION DESCRIPTION

Student Support Coordinator - Boarding



Prime Position Objectives

The purpose of this role is to deliver student support to First Nations boarding students at Tec-NQ House. This position complements and extends existing programs aimed at enhancing student health and wellbeing, engagement, retention, program achievement and the acquisition of life skills. You will have the responsibility for ensuring that Tec-NQ systems, processes and reporting requirements are adhered to.

You will work alongside the Boarding Team, Trade and Academic Facilitators at Tec-NQ to develop and continuously improve systems and processes which enable Tec-NQ to meet its legislative and internal business obligations.

Position Status

Fixed Term and subject to Common Law Contract.

Reports to

Head of Boarding

Supervises

Not Applicable

Professional Relationships

External

- General public, including but not limited to parents, industry relevant businesses, relevant stakeholders and contractors.

Internal

- CEO, Management Team and all Tec-NQ employees.
- Relationships may also be formed with current students of Tec-NQ.

Accountabilities

- Maintain and ensure strict confidentiality and privacy of all company information, documentation and records especially regarding students.
- Be a first point of contact in providing the highest quality of resolution services to students.
- Student support actions are undertaken in required timeframes.
- Ensure students are receiving the necessary support in any circumstance.
- Identify, document and respond to emerging college and student wellbeing needs through evidence-based strategies.
- Support the college's commitment to the ideals of reconciliation, which highlight the value of justice and equity for all Australians as well as respect for the legacy of Aboriginal and Torres Strait Islander people.
- The register for monitoring student wellbeing needs is kept current and correct and recorded relevant to each student's file.
- Assist in the implementation of strategies to increase the engagement of students in response to College needs and College vision.
- Mentoring actions are documented on student files / contact logs.
- Registers are kept up to date and in alignment with required legislation.
- Monitor and ensure accuracy, quality communication and presentation with all record keeping.
- Work in collaboration with community-based services and networks to develop programs that promote the health and wellbeing of all students, ensure smooth transitions and provide additional support to students who are at risk.
- Ensure compliance with reasonable instructions given by Tec-NQ to make sure care is taken for their own health and safety and that their conduct does not adversely affect the health and safety of others.

- Maintain positive and effective relationships with all stakeholders of Tec-NQ particularly the students who may require support.
- Maintain and promote a professional and positive image of the organisation at all times.

Duties

Operational

- Ensuring that Tec-NQ policies and procedures are followed when dealing with students.
- Undertake tuition of students as required.
- Communicate with Academic and Trade facilitators about student progress and areas of need.
- Acting as a mentor in promoting the education of learners in a proper manner.
- Undertake basic counselling with students and refer to external agencies if required.
- Ensure high quality support is offered to any student who may need assistance.
- Assist in the transportation of students to any required appointments.
- Provide advice, recommendations and input regarding a student to the Student Welfare Manager or Head of Boarding if you believe the student needs extra assistance.
- Any interactions with students are being recorded on their student file / contact log.
- Ensure all required stakeholders are informed of any welfare issues that may arise with students.
- Assist in the retention of apprentices and completion of both trade and school qualifications.
- Develop professional relationships with students based on trust and respect.
- Ensuring that historic records necessary for compliance with administrative and educational reporting are maintained.
- Assisting in the maintenance of all appropriate registers to satisfy legislative requirements applicable to the operation of Tec-NQ.

Customers

- Understand customer requirements (both internal and external) to meet the needs of the customer.
- Develop productive relationships with students, parents, employers and staff.

Financial

- Provide input for financial budgets (income / expenditure / capital) for improvements to position's areas of responsibility.
- Ensure any resources required are within budget.

People

- Participate and lead by example in an engaging and integrated team culture.
- Maintain strict confidentiality around students by only informing the relevant parties of sensitive information.
- Work collaboratively and effectively with the Student Support team extending out to Facilitators.

Business Growth

- Support new opportunities enabling expansion into different markets with existing products or new market offerings into existing markets and new products into new markets.

Hours of Duty

As detailed in the employment contract and offer letter.

Resource Management

The Student Support Coordinator - Boarding will assist the Head of Boarding with any request to perform administrative duties related to the management of resources and assets relevant to the Tec-NQ team.

Salary Package

As detailed in the employment contract and offer letter.

Selection Criteria

Essential

1. A working knowledge of the issues affecting Aboriginal and Torres Strait Islander peoples.
2. An ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people and respective First Nations Organisations.
3. Exceptional communication skills that enable you to work in a culturally rich and diverse environment and collaborate in a multidisciplinary team environment.
4. Experience in working with children and/or tutoring.
5. Youth Mental Health First Aid.
6. Current Australian 'C' Class Licence.
7. Possession of a Queensland Positive Notice 'Blue Card' or the ability to obtain.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Print Name

Signature

Date