

Position Overview

Job Title: Student Support Officer	Job Location: Griffith, NSW
Supervisor: Executive Officer	Job Grade: Permanent Part Time/Full Time negotiable Location: Griffith Industrial tool: NSW Independent Schools MEA 2025 Clerical Staff 2.1
Direct Reports: As above	Review Date: October 2027

This position developed in response to the Western Riverina Community College Strategic Plan 2017-2020. The creation of this position supports Strategic Objective No3. Provide access for course participants to a Student Support Officer.

The Student Support Officer (SSO) is responsible for retaining and successfully pathwaying students of WRCC. The SSO will facilitate the development of individual pathway plans that may be shaped by formal careers guidance assessment for individual students. Further, the SSO will coach against these plans, provide job-seeking advice and coaching, and undertake research to assist students to link directly or indirectly with employment or appropriate further study.

The SSO will also refer students to support services and other agencies, where appropriate. The role of the SSO centres within the construction of positive and constructive relationships with students, staff and external stakeholders. To be effective in this role will require flexibility and the ability to travel on a regular basis.

Philosophy

This role is steeped in the ethos of “wrap around services” being necessary to ensure successful pathwaying of equity students, rather than a specific “training event”.

Positioning Within Organisation

The role is a ‘service’ to clients and for internal staff. The effectiveness of the role also depends upon the willingness of trainers and coordinators to identify the need for support services with groups or individuals, communicate this to the SSO and work in a co-ordinated fashion with the SSO. Oversee Community Services Obligation (CSO) in consultation with VET Manager and CEO.

Accountability

This role will carry accountability for student retention and effective pathwaying of students, particularly to obtain employment outcomes for job seekers

Limitations

This role can also be defined by what it is NOT. This is not a counselling role. Issues of a personal nature or requiring professional guidance and assistance will not be undertaken by the SSO. However, the SSO will refer to such services where needed.

The successful candidate will ideally have

1. Current Certificate IV in Training and Assessment
2. Relevant vocational qualifications with a minimum Certificate III
3. Previous experience or exposure to pathway planning in an RTO setting
4. Project management and/or case management experience
5. Refined and developed professional networks relevant to the position.

Job Functions

1. Develop individual pathway plans with students.
2. Carry out career guidance assessments and professionally provide feedback, feeding this into pathway plans, where appropriate.
3. Develop constructive, professional relationships with students and staff.
4. Coaching students regarding progress against their plan.
5. Use judgment to determine how much assistance, and what type of assistance, various groups and individual students require. Seek assistance from management when priorities are not clear.
6. Introduce self and role to any job seeker or equity classes that have a duration greater than 28 F-2-F hours.
7. Stay abreast of the availability of relevant agencies and support services, and develop relationships with these services, where appropriate.
8. Refer clients to any appropriate internal services or external services.
9. Work closely with Job Services (upon seeking client approval) to work in a co-ordinated fashion for the benefit of the client to obtain employment outcomes.
10. Make inquiries and set up opportunities to assist clients in becoming more job-ready, e.g., arrange work experience, undertake research into different careers and industries, etc, encourage participants to attend various expos & undertake relevant networking, etc.
11. Advise College Management of any known threat to student retention, AQTF compliance, course quality, college reputation, profitability, or risk to legal obligations. Communicate with internal and external stakeholders within the limits of authority in the process of achieving role objectives (as directed by the CEO or other CEO delegate).
12. Maintain case notes and a register regarding clients to track progress and noting any pathway outcomes (i.e. further study, work experience, employment outcomes). Be as specific as possible about the nature of pathway outcomes.
13. Where appropriate, follow up students who have completed courses to ensure successful pathwaying (for up to 6 months after course completion).
14. Connect with current students about attendance at learning events. Manage funded programs involving Student attendance, educational achievement, and Training Plans aligned to the requirements of program funding.
15. Maintain connection with past students to facilitate further engagement with personal and college learning activities.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the organisation.