

**Djerriwarrh Engagement and Support Officer  
Position Description  
June 2024**

<b>Title:</b>	Djerriwarrh Engagement and Support Officer
<b>Classification:</b>	Employment Services Officer Grade 2 Level A to G (According to award)
<b>Salary:</b>	<p>\$60,691.20 to \$70,558.72 pro rata plus superannuation of 11% per annum for a full time position (According to Djerriwarrh's internal scale).</p> <p>Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.</p>
<b>Status:</b>	Full time or part time fixed term contract until 31 December 2024 with the possibility of extension
<b>Award:</b>	Labour Market Assistance Industry Award 2020

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**ORGANISATIONAL CONTEXT:**

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's Mission Statement is 'empowering individuals and local communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Foundation Skills for Your Future Program
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Community House

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures (formerly Springboard)
- Reconnect

Employment services including:

- Jobs Victoria Mentors (JVM)
- ParentsNext

### **DJERRIWARRH'S VALUES:**

*Caring* – we provide a safe and welcoming environment for all.

*Respectful* – we treat all people fairly and equally.

*Inclusive* – we are welcoming and put people first.

*Adaptable* – we respond to individual and community needs in a creative and flexible way.

*Accountable* – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

### **POSITION OBJECTIVES:**

The Djerriwarrh Engagement and Support Officer will work collaboratively with both the Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) teams to support the administration of both programs and to grow student pathways across the Ballarat Contract Region.

This role is comprised of 2 main functions:

#### a) Client engagement and support

- Supporting clients in their entire learning journey at Djerriwarrh, by managing administrative tasks and providing ongoing guidance and assistance with enrolments and referrals.
- Working collaboratively with teachers to provide appropriate settlement and pathways information to students.

#### b) Stakeholder engagement and support

- Supporting staff by assisting in the day-to-day operations of the office.
- Creating connections in the local community with organisations and groups that can both refer clients to our programs, and support clients who have been referred to us.

### **DUTIES & RESPONSIBILITIES**

*Client engagement and support:*

- Maintain a professional and welcoming office.
- Liaise with students and the general public, assisting with their enquiries and ensuring program requirements are met.
- Prepare and update student records, maintaining data on client databases and a Student Management System.
- Support student pathways with referrals to suitable education and career options, social inclusion and support services.
- Assist in the regular monitoring and review of records and systems to meet program requirements, KPIs, and ensure quality program delivery.

- Assist with preparation for and participate in audits as required.
- Liaise with Team Leaders and teachers about the progress of student participation plans.
- Be responsible for the maintenance of office equipment and resources.
- Manage booking processes for rooms and equipment.

*Stakeholder engagement and support:*

- Liaise with referring agencies including local settlement, community and mainstream providers regarding referred clients and general enquiries.
- Participate in relevant networks to share skill and knowledge.
- Create and maintain connections with local support agencies.
- Support promotion and marketing of Djerriwarrh's programs.
- Assist in developing and maintaining class lists and student intakes.
- Perform other duties as requested by the SEE or AMEP Managers/Coordinators.

**CONDITIONS OF EMPLOYMENT:**

The Djerriwarrh Engagement and Support Officer is a full time or part time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$60,691.20 to \$70,558.72 pro rata plus superannuation. This position may access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

**Confirmation of employment**

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Police and Working with Children Checks. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

**Workplace Health and Safety (WHS)**

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures (including updated COVID-19 Safe practices and plans) and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, including Chief Health Officer Directions, regarding COVID-19 safe practices and requirements.

**Site flexibility**

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

**Drivers licence**

A current driver's licence is desirable.

**Pre-existing injury**

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

**KEY SELECTION CRITERIA*****Mandatory:***

- KSC 1: Demonstrated success in developing a range of stakeholder relationships relevant to support students' learning pathway.
- KSC 2: Knowledge and experience in adult education programs.
- KSC 3: Capacity to plan and deliver educational and vocational pathway advice.
- KSC 4: High level interpersonal, verbal and written communication skills, working with a range of stakeholders and clients of CALD backgrounds.
- KSC 5: Demonstrated ability to manage competing priorities and meet set timeframes.
- KSC 6: Strong organisational and ICT skills.

**QUALIFICATIONS/SPECIAL REQUIREMENTS:**

- Relevant qualification or experience in educational, vocational or related field desirable.

**REPORTS TO:**

AMEP & SEE Managers

**SUPERVISES:**

N/A

**IMPORTANT NOTES:**

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
  - ▶ Racial Discrimination Act 1975
  - ▶ Sex Discrimination Act 1984
  - ▶ Disability Discrimination Act 1992
  - ▶ Disability Act 2006
  - ▶ Equal Opportunity Act 2010
  - ▶ Charter of Human Rights and Responsibilities Act 2006
- Services are conducted in compliance with relevant sections of the:
  - ▶ Privacy Act 1988
  - ▶ Freedom of Information Act 1982
- Djerriwarrh is a child safe organisation and complies with:
  - ▶ Child Wellbeing and Safety Act 2005
  - ▶ Worker Screening Act 2020
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.
- COVID-19 Response – Djerriwarrh complies with all current government and health expert advice for conducting a COVID-Safe business and has established COVID-Safe Plans across all our service and administrative site locations.

<b>Declaration</b>	
My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.	
<b>Employee</b>	Name: ..... Signature: ..... ___/___/___
<b>Manager</b>	Name: ..... Signature: ..... ___/___/___