Djerriwarrh
Community & Education Services

Student Support Officer
Position Description
November 2026

Title:	Student Support Officer
Classification:	Employment Services Officer Grade 2 Level A to I (According to award)
Salary:	$68,260.26 to $83,160.62 pro rata plus superannuation of 12% per annum for a full time position (According to Djerriwarrh's internal scale). 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.
Status:	Full time or part time
Award:	Labour Market Assistance Industry Award 2020

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 purpose is 'to support people and 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
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House
- Melton Suburban University Study Hub

Youth services including:

- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Parent Pathways

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.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

All staff contribute to Djerriwarrh's Quality Management System (QMS), which is aligned with ISO 9001:2015 and supports the delivery of high-quality services across all programs. Each employee is responsible for understanding and fulfilling their role in maintaining and improving quality standards, complying with relevant policies and procedures, and actively participating in continuous improvement initiatives. This shared responsibility ensures that the QMS remains effective, responsive, and aligned with the organisation's strategic goals.

POSITION OBJECTIVES

The Student Support Officer will work collaboratively with the Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) Program managers, team leaders and teachers, to grow student pathways options across the Western Melbourne contract region.

They will act as a first point of contact for new participants, assisting with enrolment and ensuring that students' needs and preferences are accommodated as fully as possible during their participation in the program. The role includes providing pathways guidance to students, supporting their educational, vocational, and post enrolment goals. They may also assist with students' settlement and wellbeing needs by connecting students to appropriate external support services.

The Student Support Officer meets regularly with the program managers and team leaders, teachers and administration staff, to assess and review the program performance against the program priorities and targets and reviews the pathways and settlement needs of students.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

The primary focus is to ensure: all clients and staff are well supported; the business complies with all contractual requirements; organisational plans are adhered to; training delivery and record-keeping timelines are monitored and adhered to; and, services are professionally delivered to our clients and stakeholders.

- Assist in the enrolment process for students commencing in the program, including liaising with program managers, team leaders, teachers and assessors and administrative staff, to ensure timely and accurate enrolment and placements are carried out.
- Meet with individual students at program entry, exit, and as required through the duration of their participation in the program, to provide advice and support to assist them in participating successfully in the program.
- Maintain accurate documentation of interactions with students and external stakeholders, in departmental and internal Student Management Systems, as per contract requirements.
- Provide referrals to clients to assist them in accessing employment and education pathways, and other services.

- Liaise and network with local settlement services, referring agencies and community organisations to facilitate referrals and strengthen Djerriwarrh's presence in the local area.
- Participate in relevant networks to share skill and knowledge to ensure consistent practices across the organisation and maintain currency in professional knowledge and skill in the provision of pathways guidance.
- Liaise with other staff including, but not limited to, coordinators/team leaders, teachers and administration staff at all Djerriwarrh sites, to provide advice and support in:
    - promotion and marketing of Djerriwarrh's programs
    - preparation for and participation in audits as required
    - development and reviewing of strategies in relation to meeting KPIs, program requirements, targets and overall quality program delivery, as outlined in the relevant program contract
- Maintain a thorough knowledge of the services available in the local vicinity, including, but not limited to:
    - settlement services
    - torture and trauma support services
    - mental health and family violence support services
    - mainstream services, including Centrelink and employment services
    - local employers
- Perform other duties as requested by line supervisor or program managers

CONDITIONS OF EMPLOYMENT

The Student 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 $68,260.26 to $83,160.62 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 Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. 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 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, 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:	High level interpersonal, verbal, and written communication skills working with a range of stakeholders and newly arrived clients of CALD backgrounds, including those with limited English language proficiency.
KSC 2:	Demonstrated capacity to provide care and support to clients, and to respond effectively to clients dealing with challenging personal circumstances.
KSC 3:	Capacity to plan and deliver educational and vocational pathway guidance.
KSC 4:	Knowledge and experience of adult education programs.
KSC 5:	Demonstrated success in developing a range of stakeholder relationships relevant to support student pathway, settlement and employment needs.
KSC 6:	Strong organisational and ICT skills, including demonstrated ability to manage competing priorities and meet set timeframes.

QUALIFICATIONS/SPECIAL REQUIREMENTS

Relevant qualification in educational, vocational, social work or related field desirable.

REPORTS TO

AMEP & SEE Pathways Team Leader

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.

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