

Position Description

SEDA Group (SEDA) is a leading provider of hands-on education that delivers senior secondary and post-secondary qualifications that are designed to engage, educate, and empower young people as they transition onto employment or further education.

Position title:	Student Services Coordinator
Immediate Manager:	Industry Diploma Manager
Department	Training Operations
Status:	Part time (0.6)
Term:	Ongoing
Location:	Hawthorn East & Venues
PD reviewed on:	February 2022

About SEDA GROUP

SEDA Group (SEDA) is an applied learning education provider, known for successfully developing a model of Senior Secondary Education combining Vocational Education and Training (VET) both inside and outside the classroom. Now a national organisation, we focus on individual learning and enabling our students to build transferrable skills that will prepare them for a successful future.

Across Australia SEDA partners with over 50 leading national, state, and local sport, recreation, building and trade organisations. We are highly regarded for empowering, supporting and believing in young people. Our staff ensure all students learn in a safe and inclusive environment. In addition, our staff and teachers undertake their roles with a commitment to:

- **Integrity**
We act with transparency, honesty, and fairness. We own our decisions and behaviours.
- **Innovation**
We encourage new thinking, listen to ideas, and have an open mind
- **Professionalism**
We set high standards, give our best and are consistently reliable. We deliver on commitments
- **Collaboration**
We work in partnership willingly. We share challenges and successes

SEDA Group

w seda.edu.au
e info@seda.edu.au
p 1300 777 332
ABN 80 145 751 962
RTO Provider Number 22503

Purpose of the role

The Student Services Coordinator is responsible for ensuring that all SEDA students across SEDA Group programs nationally are provided with appropriate support related to their personal wellbeing and the development of their individual pathways. The Student Services Coordinator will support students to remain engaged with learning by assisting them to access appropriate health and community-based programs and youth services in a timely manner. This will occur via a telephone intake service where presenting needs will be assessed, and referrals made to local health and community-based services as appropriate.

The Student Services Coordinator will also be responsible for providing access to required further education and employment information, supporting teachers to assist students when making choices regarding their individual pathways. The Student Services Coordinator is based at SEDA Group's Head office but will be required to travel to or connect with remotely (when interstate) SEDA program venues, university campuses and other metro locations regularly and as required.

Primary Responsibilities

Student Wellbeing	<ul style="list-style-type: none"> • Work in collaboration with teachers to support early identification and follow up for individual student health and wellbeing needs and for those who are subsequently at risk in their program. In conjunction with teachers review where reasonable adjustment or extenuating circumstances may apply to support study progression. • Ensure an effective knowledge of health and community-based service providers for student referrals in all program locations. • Maintain a working relationship with key personnel at these organisations. • Under the direction of the Industry Diploma Manager, source student health and wellbeing programs from local, state, or national service providers for Diploma programs nationally. • Provide advice to the Industry Diploma Manager about student health and wellbeing issues that could be addressed in the curriculum.
Student Pathways	<ul style="list-style-type: none"> • Lead teachers in assisting students to plan and access career pathways. • Collect, analyse, and apply education and training and labour market information. • Conduct personalised career pathways interviews with students, following referral from teachers. • Plan, organise and deliver group pathways support sessions for students and teachers. • Plan and provide job/pathways search support for SEDA students. • Develop and maintain relationships with key tertiary providers and conduct formal bi-annual reviews of associated offerings to SEDA Diploma students.
Student Practical Placements	<ul style="list-style-type: none"> • Develop meaningful links with industry, to assist placement and employment opportunities for SEDA Group students. • Advise students/teachers on appropriate practical placements and employment, based on student MyPlans. • Coordinate the administration of practical placement processes and communicate with teachers as required.

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Teamwork	<ul style="list-style-type: none"> • Work as an effective team member, sharing responsibilities, working collaboratively, generating ideas, and demonstrating leadership within the Operations team. • Establish positive relationships with team members and colleagues. • Be aware of all organisational policies and practice guidelines. • Collaborate with teachers and support staff to ensure best outcomes for students accessing the program. • Provide support, advice, and assistance to teachers within the program.
Continuous improvement	<ul style="list-style-type: none"> • Continually evaluate and improve the quality of the position by showing initiative and foresight for effective change
Associated Duties	<ul style="list-style-type: none"> • Attend and participate in relevant staff, department meetings and planning workshops • Work collaboratively within the Training Operations department and wider organisation, and provide support as required to meet goals and objectives of SEDA Group • Undertake other duties which are appropriate to the level of the position, as directed by the Manager • Act in accordance with SEDA Group values and policies and procedures • Cooperate with all health and safety policies and procedures and take all reasonable care for their own and others health and safety

Key Relationships

Internal	External
Industry Diploma Manager	Students
Teachers	Parents
Enrolled Students	Community health services & agencies
SEDA Group Training Operations Team	Industry Partners and stakeholders
	Stakeholders associated with the program

Skills, Knowledge and Experience

- Qualification in social work, psychology, or youth work
- Previous experience in creating and supporting wellbeing referral pathways.
- Demonstrated capacity to support staff to manage student wellbeing and engagement issues in the presence of health and wellbeing issues.
- Experience in providing career and transitional support and guidance to young adult learners
- Experience in working with young people in an education or community setting.
- Well-developed verbal and interpersonal skills, with demonstrated capacity to build rapport and communicate with students, staff, and external agencies in an effective and timely manner.

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- Ability to work within a multidisciplinary team to achieve objectives.
- Knowledge and understanding of how a Practical Placement Program operates in an educational setting.
- Well-developed written communication skills, including an ability to provide written reports and general correspondence, as demanded by the role.
- An ability to work with minimal supervision and exercise an appropriate level of independence and initiative in the performance of all primary duties.
- Capacity to build and maintain collaborative working relationships with relevant industry personnel, to develop employment and placement opportunities for students.
- Ability to use problem solving skills to identify problems and establish an appropriate solution.
- Well-developed understanding of the tertiary education landscape and the range of offerings available to graduating students.
- High level technical, organisational, and planning skills with an ability to prioritise and manage workload, meet deadlines, and adapt to changing circumstances.
- Ability to exercise accountability by taking personal responsibility for achieving tasks
- Focus on delivering high quality work and achieving outcomes
- Proficiency using Microsoft Office Programs and other relevant database programs

Other Requirements

- Conditions of engagement including probation, health, and character checks (including police records check and working with Children Check) will apply to this position.
- To be eligible for engagement, you must have Australian or New Zealand citizenship or permanent residency status.
- Applicants need to meet the selection criteria outlined in SEDA Group's Skills First contract and may be required to complete a 'Fit and proper person declaration form' to be eligible for engagement.

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.

Position Description Acceptance

I _____ (Incumbent Name) have read and, understood the above Position Description and agree to carry out the duties listed in my position description.

Signed Date