



WAYS SECONDARY ADMINISTRATION AND STUDENT SUPPORT OFFICER APPLICATION PACKAGE

In this document you will find:

- Application Requirements
- Position Description
- Background organisational information
- Organisational values
- Position Key Result Indicators
- Selection Criteria

APPLICATION REQUIREMENTS

Applications must consist of the following:

1. **Covering Letter.** The covering letter should include the position applied for, your contact address and telephone number. It is an opportunity in not more than one page to introduce yourself and highlight the key reasons you should be considered for the role.
2. **Resume or Curriculum Vitae.** A resume is a brief history of your employment and experience that covers the following areas:
 - Employment history in chronological order, starting with current position and specifying dates of employment, title of each position, name of employer, main duties or accountabilities and achievements;
 - Educational qualifications and professional affiliations that detail the full title of the qualification, the year awarded and the title of the institution attended; and
 - Training workshops.
 - The names and contact details (address, telephone, fax and e-mail) of three referees, including if possible a senior person (preferably your supervisor or the head of your organisational unit) closely associated with your current work.

Applications are to be sent to:

WAYS Youth Services
63A Wairoa Avenue,
Bondi,
NSW 2026

or emailed to

terri@ways.org.au

SELECTION PROCESS

A selection committee will consider all applications and shortlist candidates for an interview based on the capacity to meet the selection criteria. Selected candidates will be invited to attend an interview.

An invitation to attend an interview provides an opportunity to provide further information to the selection committee to substantiate your claims against the selection criteria or demonstrate your capabilities.

The selection committee will subsequently seek referee reports, if not sought prior to interview, before making a decision to make an offer of appointment to the preferred candidate. The purpose of referee checks is to obtain, in confidence, factual information about your past work history, as well as opinions regarding the quality of your work, behaviour in the work place and suitability for the position. Referee reports may be sought orally, or in writing by post or e-mail.

Referees should normally include current supervisors or and/or managers. A referee must be able to comment on your work experience, skills and performance with respect to the selection criteria. Referee checks conducted after the interview process can sometimes delay notification of the successful candidate and other interviewees.

If you are the preferred candidate, you will be contacted by telephone followed by a written offer of appointment to the position. Do not take any action, such as resigning from your current position, before you receive a **written offer** of appointment.

POSITION DESCRIPTION	
Position Title	School Administration and Student Support Officer
Program	WAYS Secondary Youth Space
Funding	Fundraising Commonwealth Department of Education NSW Dept of Education and Training
Purpose of Position	<p>The Administration and Student Support Officer will be responsible for undertaking the administrative tasks associated with the running of WAYS Secondary. These tasks centre around recording and monitoring student attendance, case notes, student excursions and data entry concerning student grades and enrolment. The role also involves assisting the Principal in the procedures for the interview, acceptance and orientation of new students. Case management is also a component of the role. This involves assisting students maintain their engagement in school and may involve assisting at risk students who are experiencing substance misuse, homelessness, mental health concerns or barriers to education to have access to a range of supports and services in relation to health, housing, employment and education. A feature of the role involves the promotion of WAYS Secondary.</p> <p>A requirement of this role is to also work in OOSH 4 hours a week during term and to work in the vacation care 4 weeks a year.</p>
Reports to	Principal
Staff Supervised	None
Further Information	Dr Terri Said 02 9365 2500

Hours per week	38 hours a week Full time.
Type of Employment	Fixed term of one year. Can be extended at any time with consent of WAYS Youth Services and Employee.
Award	<p>Conditions are based on the Education Services Award 2010 – General Staff Award.</p> <p>Pay rate is based on SCHADS Award. Pay rate is \$38 an hour. This is \$75,088. After a successful 6 months in the role this the rate will be at level 4.1 which is \$39.26. Which is \$77,577 per annum.</p>
Benefits	<ul style="list-style-type: none"> • Onsite supervision. • Supportive and innovative youth focused work environment. • Access to a comprehensive, compassionate service environment to meet the needs of clients seeking assistance. • Access to relevant external training opportunities. • Opportunity to work for a very well-respected, busy and established Youth Services provider in the Eastern Suburbs. • Opportunity to meaningfully contribute to the lives of the young people who choose to access our school.
Date Description last reviewed	March 2023

This position is an identified position under the Child Protection (Prohibited Employment) 1998 Act

YES

POSITION DESCRIPTION: STUDENT ADMINISTRATION AND SUPPORT

Key Result Areas - Leadership Responsibilities	Outcome Measures
<p>Uphold the philosophy and aims of WAYS Youth & Family at all times, and conduct themselves in a manner consistent with WAYS Youth & Family public image as caring and professional.</p>	<ul style="list-style-type: none"> • Adopt a flexible and creative methodology in meeting the identified needs of the students in accordance with the objectives and outcomes of the WAYS Secondary. • Demonstrate a commitment to the principles of professional practice, including confidentiality, displaying non-judgmental attitudes, and respecting the individuality of co-workers and students. • Follow the reporting structure that ensures each layer of management is an integral component of communication. • Articulate the vision and mission of the organisation to the students, parents and caregivers, staff and other stakeholder groups.
<p>Provide instructive, motivational and facilitative leadership for students, staff, colleagues and stakeholder services that require assistance and access schools and services offered.</p>	<ul style="list-style-type: none"> • Lead the development and review of existing activities to ensure activities remain vital and responsive to needs. • Create a workplace climate that fosters independence, idea generation and innovation by motivating high performance in-team which includes clear expectations on workplace behaviour & outcomes to staff
Management Responsibilities	Expected outcomes.
<p>Provide support for students and teaching staff to ensure they function effectively within the school environment</p>	<ul style="list-style-type: none"> • Pick up and drop off students from to and from Bondi Junction station • Upon request coordinate students breakfast, recess and lunch • Execute lunch and or recess duty • Execute student inductions • Support students who present with emotional issues. Record in student case notes • Be the point of referral for students and parents requiring additional internal and or external support • Liaise/ communicate with parents with regards to a range of student concerns. Record in student case notes. • Communication with parents and caregivers in relation to school events, information evenings, excursions, NAPLAN, exams, excursions NESA notifications and exams • Support teachers in the management of student behaviours ie. De-escalation in relation to emotional dysregulation • Support teachers with student excursions • Work with teachers to plan and run school events such as graduation, formal and student careers week at the end of the year • Execute and abide by all of the Schools and WAYS Youth & Families policies and procedures relating to staff and students • Upon request order food/supplies for the school • Supervise any student placements upon request • Follow up school leavers and provide assistance and referral when

	appropriate.
<p>To be familiar with, execute and instruct staff in the use of all documentation, guidelines and procedures that supports the provision of the school aims and objectives and contractual obligations.</p>	<ul style="list-style-type: none"> • Responsible for the daily recording of student attendance using the ministers codes • Ensure that procedures for the interview, acceptance and orientation of new students are completed. • Participate in the enrolment interviews and obtain requested information from the Principal in relation to student enrollment interviews. • Maintain an enrollment inquiry register • Maintaining student records including student case notes, assessment records, student files, register of enrolment database, and at-tendance roll are up to date and are completed in a timely manner. • Assist and or register students in the relevant online databases for NAPLAN, ROSA, HSC, HSC disability, Census, Students with disabilities, schools online and schools hub in an accurate and timely manner. • Work with teachers to ensure students are assisted to develop individual learning plans in accordance with the elected education course. Assist teachers with ‘all my own work’ • Completion of monthly management reports demonstrating performance and activities. • Actively contribute to the development of and implementation of effective organisational policy. • Regular team meetings are supported by documented agendas, minutes, action points and personnel responsible.
<p>Ensure the school’s success in achieving both its organizational and funded key performance indicators.</p>	<ul style="list-style-type: none"> • Stay abreast of funding body developments, and changes to guidelines within contracts and communicate these to relevant staff. • Upon request, provide advice to the Principal on service delivery initiatives and assessing the school’s effectiveness in achieving its funded and organisational objectives. • Advise all staff of key NESA dates in a timely manner i.e well before the due dates. • Provide on time and accurate statistical information inclusive of numbers and school outcomes for reporting such as Census and NAPLAN, measurement of performance indicators and inclusion in funding body performance reports. • Draft funding body performance reports upon request. • Meet individual and school KPI’s • Conduct regular student file audits for all staff to maintain quality reporting outcomes. • Assist with school registration and accreditation • Assist in writing the annual report • Liase with NESA or AIS as required

<p>Participate in the human resource management plan for the organisation.</p>	<ul style="list-style-type: none"> • Upon request, effective staff induction through a mentoring system. • Engage in any recommend internal and external learning and development opportunities to enhance professional development and service delivery. • Active participation in regular team meetings • Training and development is guided by an active career plan.
<p>Vacation care and OOSH program: To work in OOSH 4 hours a week during term and to work in the vacation care 4 weeks a year. Ensure that the needs of the target client group i.e. children and parents are met. Ensuring steady growth in client numbers by creating strong word of mouth by assisting to create an environment that is fun, safe and innovative. Achieve high satisfaction amongst the client group i.e. parents and children. Increase awareness of the program in the community and amongst the target client group upon request.</p>	<ul style="list-style-type: none"> • Create a safe and fun environment for children • Engage children in activities and play • Strong engagement with parents of the service • Assistance in any marketing activities of the service upon request • Report any issues or concerns regarding the safety of clients and any WHS concerns to the coordinator as soon as possible • Make recommendations to the OOSH coordinator for improvement on equipment, supplies, facility and program needs. • Serve snacks to children and clean up the preparation and eating areas afterwards • Set up and move furniture. • Assist in the supervision and facilitation of interactive, recreational and engaging activities targeted to young people ages 8-12 years. • Assist Youth Space/ OOSH Manager to design, establish and evaluate program, curriculum and activities designed to educate, excite and engage children • Assist Youth Space/ OOSH Manager to document and evaluate children's learning and engagement • Clean up room after program is finished. • Be flexible and adaptable to new situations. • Interact with parents daily and speak with them about their children. • Execute the holiday program as per the instruction of WAYS staff i.e. manager, team member, CEO, Youth Space marketing manager
<p>Key Result Area-Financial</p>	<p>Expected outcome</p>
<p>Management and reporting of expenditure within guidelines to ensure that the school lopper- ates within budget parameters.</p>	<ul style="list-style-type: none"> • Maximise the use of financial resources to benefit student outcomes. • Upon request, provide a budget for activities in advance of expenditure. • Accurate record keeping of incoming and outgoing money.
<p>Organisational Responsibilities</p>	<p>Expected Outcome</p>
<p>Work closely with other WAYS programs to ensure that the WAYS Secondary is featured and integrated into cross organ isational schools and activities</p>	<ul style="list-style-type: none"> • Make internal and external referrals to where appropriate to assist school and students outcomes and objectives. • Work collaboratively with WAYS staff. • Participate in organisational activities. • Manage students involvement with the G.P and allied health. Ensure they attend appointments, set up appointments and liaise with the G.P and allied health on behalf of the school. Collect statistics as required. • Other duties as required. e.g. participation in WAYS community events.

<p>Foster professional and effective working relationships with other schools, community groups, youth organisations, HSLO's and local identities with a focus on the development of services for young people.</p>	<ul style="list-style-type: none"> • Provide clear criteria for students, colleagues and other services that require assistance within the guidelines of WAYS Secondary. • Upon request, presentations at interagency groups, sponsors, private businesses and government departments. • Liaison with local schools, relevant professional peak bodies, government departments, local community youth services • Effective, regular and targeted promotion of WAYS Secondary to ensure steady enrolment numbers
<p>Contribute to the school's responsibilities to ensure relevant legislative requirements such as child protection are being enacted for the benefit and protection of students, staff and broader community.</p>	<ul style="list-style-type: none"> • OHS responsibilities maintained. • Undergo regular compulsory child protection training as instructed by principal • Mandatory reporting responsibilities enacted. • Privacy and confidentiality responsibilities maintained, unless there is known harm for students • Maintain appropriate student boundaries. • Work in accordance with policies and procedures to support service delivery.

	<ul style="list-style-type: none"> • Actively contribute to the development of and implementation of effective school policy's and procedures when requested.
<p>Assist the Principal in administrative duties.</p>	<p>Assist in the following administrative duties:</p> <ul style="list-style-type: none"> • ACARA- NAPLAN- organisation of the implementation in the school, data entry, notification to teachers and parents and students • Data entry regarding student details in relevant government and WAYS Secondary databases • ROSA data entry and applications • Entering and maintaining student enrolment and attendance statistics and relevant databases • Census data entry in August • Timely and accurate data entry in relation to NCCD and attendance data in relevant databases • Apply for student transport passes • Assist in writing the Schools Annual report • Recording student attendance in the students school reports • Sending out the students school reports • Assist with any NESA registration processes and tasks upon request • Assist to laisse with other WAYS Secondary staff.

Position Requirements	Selection Criteria
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Relevant tertiary qualifications in either Counselling, Psychology, Social Work, Youth Work and Education • Current Class C Drivers License and ability to drive a manual vehicle. • Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check. <p>Desirable:</p> <ul style="list-style-type: none"> • First Aid
Knowledge and Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of the development of mental illness, and the risk factors that contribute to the development of mental illness, drug and alcohol misuse and disengagement from education in young people. • An understanding of case management methodology, models and systems applied to young people (aged 13-18) and their families • Excellent at behaviour management and ability to understand and manage challenging behaviors. • Able to work collaboratively and cooperatively with all levels of an organization. • Proactive approach to problem solving and team work. • Excellent written, oral and interpersonal communication. • Demonstrated organisational skills, ability to manage time, meet strict deadlines and multiple demands. • Advanced computer literacy. • Demonstrated capacity to work in an administration role <p>Desirable:</p> <ul style="list-style-type: none"> • Proven budget management experience. • Working with children aged 7-12
Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Working in a case management or therapeutic capacity with young people. • Experience in liaison with training providers, schools, government agencies, and NGO's and community groups. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in an educational environment with young people who may present with complex needs. • Experience working in an administration role • Familiarity with local services for young people
Personal Qualities	<p>Essential:</p> <ul style="list-style-type: none"> • Genuine interest and commitment to work with disadvantaged young people. • Personal values are congruent with the organisational values.