

POSITION DESCRIPTION

General Information	
Position Title:	Tertiary Program Coordinator, Learning for Life
Incumbent:	
Function & Team/Program:	State and Territory Operations/Learning for Life
Location(s):	
Manager's Position Title:	Team Leader, Learning for Life
Manager's Name:	
Date Prepared:	Updated May 2017
Prepared By:	Tania Kihl (post internal consultation)
Approved By:	Leonie Green, Head of State and Territory Operations

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
<p>To coordinate the delivery of the Tertiary Scholarship Scheme within your allocated geography. With a reasonable administrative component, this role is focussed to support stronger participation in higher education for scholarship students, particularly those commencing their first year of tertiary studies.</p> <p>At The Smith Family, we focus on the support we can provide directly related to educational outcomes and refer to others where further expertise is required.</p>

Scope	
Direct Reports to this Position By Position Title	Indirect Reports Total Number
	<p>Volunteers (office admin support)</p> <p>Although not an indirect report, strong relationships are required with Student equity officers at external partner institutions. This helps to build effective relationships and essentially be seen as an extended team for the student.</p>
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income & expense budget, etc)</i>	
Direct control	Indirect control
<p>e.g. Revenue, Operating expenditure, Capital expenditure, etc</p> <ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Expense budget
Other Dimensions of this Position	
<p>This position would be responsible for developing a centralised knowledge base around the Tertiary Scholarship Scheme. In addition:</p> <ul style="list-style-type: none"> This Position will develop and maintain purposeful education focused relationships with students receiving the Tertiary scholarship. 	

- The role will work with identified higher education institutions to build and maintain relationships to support the educational outcomes of scholarship students. A key area of support is in the transition from school to higher education for first year tertiary students.
- Ongoing information and support to Smith Family team members across the nominated geography around post school options is also expected. This could include sharing of external scholarship information, attendance at Post School Options events or updating of content utilised at such events.
- Implementation and delivery of the Career Transition Program, which supports students in the transition from study to employment and specifically:
 - Provide program training to student ahead of first meeting with new mentor
 - Facilitate first meeting between student and mentor
 - Provide ongoing support to students and mentors during the relationship
 - Help facilitate and host social, networking and career related events and activities
- As a learning organisation, we would expect the successful candidate to participate in our reflective practice and continuous improvement approach.

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	daily, weekly, monthly, quarterly
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	As required for specific tasks

Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

Internal	<ul style="list-style-type: none"> • <i>Learning for Life</i> Team (both immediate team members and those in other locations) • Higher Education Team • Policy and Programs Team • Volunteering Team
External	<ul style="list-style-type: none"> • Program participants • Higher education institutions (in particular student equity/support services) • Volunteer mentors • Parents/caregivers of <i>Learning for Life</i> senior secondary and tertiary participants • External providers / contractors, including some Corporate Partners • Local media (guided by Communications team) • Community agency representatives

Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)*

Decisions Expected

- Scholarship recruitment and ongoing management
- Internal and external advocacy of students
- Determination of appropriate support required for program participants. This may include referral of students to relevant support services
- Higher Education Institutions to be connected to with the aim to form strong relationships to support students attendance and completion of study.

Recommendations Expected

- Policy enhancements to support stronger student outcomes
- Policy and design improvements regarding the support offered to students' in the transition from study to employment.

Key Responsibilities / Accountabilities <i>(List the major areas from largest % of job to smallest)</i>	
Major Area: Direct support and management of tertiary students	% of Job: 50%
Direct support of up to approximately 180 participants involved in the Tertiary Scholarship Scheme. This support is related to the students transition to higher education & their ongoing attendance leading to course completion.	
Promote and support delivery of programmatic elements linked to the Career Transition Program targeted towards final year students	
Proactively build knowledge of the Higher Education sector and the challenges facing students – particularly at key transition points	
Ensure that data is accurately entered into database.	
Participate in relevant practice development and process improvement teams as required	
Major Area: Volunteer Management	% of Job: 20%
Support the recruitment and training of volunteer mentors who are supporting tertiary students in the Career Transition program	
Engage with mentors during the course of the program to offer appropriate supports if required.	
Major Area: External Relationships	% of Job: 20%
Develop and maintain strong external relationships with staff at Higher Education Institutions. Particularly, within student equity teams	
Appropriately refer tertiary students to supports and activities provided by Higher Education Institutions; particularly student services and equity pathways.	
Interact directly with external partners to support events and activities associated with the Career Transition Program. This may include providing some logistical support at times.	
Major Area: Analysis and Review	% of Job: 10%
Support the review and development of required resources, both internal and external	
Develop a good understanding of the demographics and social data relating to your cohort of students.	
Use knowledge of the tertiary sector to inform policy decisions	

Key Challenges in Achieving Goal(s): <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>
<ul style="list-style-type: none"> • Maintaining remote participant, volunteer and community partnerships • Maintaining relationships with Higher Education institutions within an environment of competing priorities for both parties • Maintaining supportive relationships with Tertiary Scholarship Students with a focus on their educational outcomes and connections to their institution • Setting boundaries when dealing with challenging situations • Working as a member of geographically dispersed team • Highly competitive priorities at certain times of the year

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

Education / Qualifications / Memberships:	Essential	Desirable
		<ul style="list-style-type: none"> • Tertiary qualification – preferably in the areas of education or social services •
Experience:	Essential	Desirable
	<ul style="list-style-type: none"> • Proven experience in establishing and maintaining relevant partnerships • Demonstrated experience in administration • Experience in planning and coordinating programs / projects • Demonstrated experience in dealing with challenging situations and people • Proven experience in supporting students/families through appropriate referrals to community agencies and local partners 	<ul style="list-style-type: none"> • Understanding of the education sector, in particular the Higher Education sector • Experience in supervising volunteers • Local networks both in educational and community settings.
Competencies:	Essential	Desirable
	<ul style="list-style-type: none"> • High level interpersonal skills • Effective communication skills (including the ability to lead discussions and work with the wider state/territory and National team members • Excellent organisational and administrative skills (including computer literacy, data entry and time management) • Demonstrated capability to manage and plan own work to achieve identified goals within time constraints • Flexibility to respond to competing demands • Good negotiation skills • Holds a current driver's licence 	<ul style="list-style-type: none"> • Experience in presenting and facilitating • Prior exposure to event planning
Selection Criteria	<ul style="list-style-type: none"> • Effective communication skills (including the ability to lead discussions and work with the wider state/territory and National team members • Demonstrated capability to manage and plan own work to achieve identified goals within time constraints • Strong team player 	