

Position Description: Outreach Support Officer

Position Title:	Outreach Support Officer	Reports To:	Chief Executive Officer
Remuneration: Full time, however job share would be considered for the right applicants. Pay commensurate with Educational Services (Post Secondary Education) Award, General Services Level 6 and negotiated according to skills and experience, starting at \$70, 507 per annum, plus superannuation. Generous salary packaging also available. Position is currently funded for 2 years.			
Purpose:	<p>To create partnerships between Kiama Community College (KCC) and community agencies that increase enrolments and create meaningful learning opportunities for those experiencing disadvantage across the Illawarra and Shoalhaven. It is the intention that the activities undertaken within this role will increase the number of new learning opportunities offered for those experiencing disadvantage, in partnership with new agencies and the number of agencies undertaking repeat business with KCC. This will in turn ensure full utilisation of funding for learning opportunities provided through the Adult Community Education (ACE) Program.</p> <p>The position will have a particular focus on increasing engagement in the Shoalhaven region.</p>		
Key Relationships:	College staff, students, prospective students and external stakeholders		
Location:	Position can be based in either Bombaderry or Kiama office, and is required to regularly travel across the region		
Background to the role	<p>KCC has been working closely with community partners across the Illawarra Shoalhaven for many years in the delivery of the Adult Community Education Program and has identified the need for further investment within the growing and diverse population of the Shoalhaven. We want to support all in our community to be able to 'learn local and thrive anywhere'. KCC's success in establishing agency partnerships to deliver ACE programs has highlighted the importance of enduring relationships and student support. Partnerships are built on agency confidence in collaborating on opportunities and recommending their vulnerable clients to different courses over time. We have found that this approach results in more meaningful benefits to participants, that can often lead to further learning and employment opportunities.</p> <p>Within the Shoalhaven, we are concerned that:</p>		

Position Description: Outreach Support Officer

	<ul style="list-style-type: none"> • educational attainment is lower than the national average, with 39.5% finishing year 12, compared to 79.1% nationally • local social housing providers advise homelessness is increasing • limited public transport further compounds social and economic isolation • there is a significant Aboriginal population 11.6% who regularly report challenges accessing education and employment pathways. <p>This position will enable us to increase support for more vulnerable members of our community to access local learning opportunities. This role will need to collaborate closely with our First Nations Engagement Officer and her network to develop tailored programs that cater specifically to the needs of our First Nations community.</p>
--	--

FUNCTION:	KEY RESPONSIBILITIES:	SUCCESS MEASURES:
<p>Develop, strengthen and nurture relationships with relevant community agencies that create and tailor learning opportunities to meet the needs of those experiencing disadvantage across the Illawarra Shoalhaven.</p>	<ul style="list-style-type: none"> • Build relationships and partnerships with community agencies in a spirit of collaboration and with sensitivity and respect for the needs of the relevant client group. • Regularly attend relevant network events to establish meaningful contacts, identify potential training opportunities (e.g. new partnership projects or funding grants) and promote upcoming courses that engage people who are experiencing disadvantage. • Make presentations at relevant network meetings to promote local learning opportunities provided by KCC and their benefit to external agencies, and their clients, of a business partnership. • Initiate meetings with new agencies to determine the needs of their clients and propose appropriate training solutions, including enhanced outreach and 'wrap around' services. • Nurture key agency relationships and establish and maintain business, through regular meetings and follow up. Take immediate corrective action whenever issues / concerns arise. 	<ul style="list-style-type: none"> • No. of meetings with new agencies to discuss potential partnerships each quarter • No. of new agencies, and their clients, delivering training programs in partnership with KCC. • Ongoing engagement from existing partner clients / agencies at least once per quarter

Position Description: Outreach Support Officer

<p>Contribute and support Course Development, Recruitment & Enrolment in learning opportunities that meet the needs of those experiencing disadvantage.</p>	<ul style="list-style-type: none"> • Collaborate with our First Nations Engagement Officer and their network to develop tailored programs that cater specifically to the needs of our First Nations Community • Share knowledge / provide relevant information to KCC staff that has been gathered from the external environment- opportunities, threats, student support services, professional development for trainers etc. • Use existing networks to disseminate information about upcoming KCC courses. • In collaboration with other internal stakeholders / Subject Matter Experts, ensure that proposed courses will meet requirements of funding contracts and will likely be financially viable. • Establish and maintain a solid understanding of KCC's capabilities, offerings, compliance requirements and funding contract conditions to ensure offerings / partnerships are well founded and commercially viable. • Actively engage in Community of Practice Forums coordinated by the NSW Department of Education • Establish and maintain an understanding of external funding contracts e.g.: Employment Services contracts, and internal funding contracts to understand the opportunities that may emanate from these. 	<ul style="list-style-type: none"> • Active engagement within NSW Dept of Education Community of Practice Forums • Active participation in regular meetings re systems and procedure improvement • Provide regular Board Reports and KPI data for community engagement activities.
<p>Increase and maintain enrolments through individualised support and wrap around services to those experiencing disadvantage, ensuring compliance with training</p>	<ul style="list-style-type: none"> • Provide wrap around support to all students, to increase engagement, attendance and completion rates as well as provide invaluable whole of life support for students. • Document agency training requirements (industry consult form) and brief the relevant VET Co-ordinator, ensuring 	<ul style="list-style-type: none"> • Measurable improvement in ACE student survey completions. • Documentation produced is 100% accurate and provided within specified time frames. • Provide regular Board Reports and KPI data for

Position Description: Outreach Support Officer

<p>and funding requirements.</p>	<p>that courses developed meet the needs of the agency and their clients. This is a collaborative and iterative process with the VET Co-ordinator, and requires consideration of both the cohort characteristics, desired training outcomes, commercial viability and funding contract conditions.</p> <ul style="list-style-type: none"> • Provide regular and timely feedback to agency course outline (units delivered, minimum student numbers, eligibility criteria, enrolment process and logistics) for acceptance, and communicate to VET Co-ordinator regarding alterations and/or acceptance. • Liaise with Communications Officer and partner community agencies to develop course promotional materials for student recruitment, where needed. • Liaise with administration staff to ensure effective enrolment procedures. Note: administration staff are responsible for enrolling students • Maintain an accurate record of external contacts in customer database. • Support the improvement of ACE student survey completions. • Maintain contact with community agencies throughout the training period and raise any concerns about course quality or agency satisfaction with relevant staff, including Training Services Manager and Chief Executive Officer. 	<p>community engagement activities.</p> <ul style="list-style-type: none"> • External contacts database is complete, 100% accurate and up to date. • Escalation of concerns / issues to relevant internal team member(s) within 48 hours of their occurrence
<p>Other</p>	<ul style="list-style-type: none"> • Ensure compliance with all KCC policies and procedures. • Undertake other duties that may from time to time be required and which are within the skills and capabilities of the position holder 	

Position Description: Outreach Support Officer

<p>Work Health & Safety</p>	<p>All staff have a responsibility to take reasonable steps to ensure their own health and safety, and that of others, and act in accordance with legislative, policy and procedural requirements. For example, all staff are required to:</p> <ul style="list-style-type: none"> • Ensure any hazards, accidents, injuries and near misses are reported, as soon as possible • Contribute to the development/improvement and follow policies and safe work procedures at all times • Use personal protective equipment (PPE) and other safety-related equipment as and when required • Participate in training and consultations relevant to work health and safety • (As required) Ensure all staff within their areas of responsibility perform their work safely and in accordance with applicable legislation, policies and procedures
--	--

Selection Criteria:

<p>Essential Criteria</p>	<ul style="list-style-type: none"> • Tertiary qualifications / experience in community development, marketing, communications or similar • Experience in community development/engagement, supported by experience in, or understanding of, effective communication. • Exceptional interpersonal skills including significant experience in building relationships with multiple and diverse stakeholders. • Demonstrated acceptance and understanding of cultural diversity. • Empathy for, and sensitivity towards, people who currently experience a range of barriers to accessing education and employment opportunities. • Demonstrated ability to provide a high level of attention to detail and time management / organisation • Effective collaboration with internal and external stakeholders • Strong client service orientation • High level professionalism, including effective verbal and written communication & presentation skills • Current driver's license and vehicle • Intermediate computer skills (MS Office suite) • Current Working With Children Check
----------------------------------	--

Position Description: Outreach Support Officer

I have read and understood the requirements of my position as per this position description.

Position Holder's Name:	
Position Holder's Signature:	
Date:	

Chief Executive Officer's Name:	
Chief Executive Officer's Signature:	
Date:	