

Role Description

Student Support Officer

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.

18224

Content

Manager No.

16/242188

Work Unit

Nominated School

Nominated Region

Early Childhood and State Schools Division

Location

Various locations throughout the State

Classification

AO4 Qld Public Service Officers and Other Employees Award - State 2015

Your employer

The Department of Education (DoE) is committed to giving all children a great start, engaging young people in learning, creating safe and inclusive workplaces and investing in communities for a stronger Queensland.

Our human rights commitment is to create a stronger, fairer Queensland by respecting, protecting and promoting human rights in everything we do. Our objectives are: A great start for all children, Every student succeeding, Building Queensland communities, Safe and capable people delivering our vision, Fair and safe workplaces and communities. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.ged.qld.gov.au

Your opportunity

As the Student Support Officer you will:

- Liaise and provide support to students and families at the school/college and liaise with the wider community.
- Promote the benefits of education to improve outcomes for students and families.

The Student Support Officer reports to the nominated supervisor.

Your role

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

Responsibilities include:

- Innovate data capture management systems and develop subsequent intervention strategies.
- Build and sustain positive relationships with students, parents, community and elders, and provide input into local decision making to ensure optimum outcomes.
- Liaise with families and conduct home visits to encourage school attendance and to motivate students.
- Liaise with students and families to recognise any educational, social, emotional or behavioural issues.
- Work within a team based management approach as a contact for students, families or community members regarding any concerns.
- Monitor the behaviour and wellbeing of students to identify issues and organise intervention.
- Lead and implement initiatives to encourage a positive, caring and supportive environment at the school for students, families and community members.



- Act as an independent mediator between the school, students, families and community members to enhance open communication.
- Develop innovative and effective strategies for building relationships among students, families, community members and stakeholder groups to promote communication and resolve issues of concern.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

A mandatory requirement of this role is:

- In accordance with the [Working with Children \(Risk Management and Screening\) Act 2000](#) a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.
- **Temporary positions:** - The duration of this position will be dependent on work demands and the availability of ongoing funding and model allocated resources.
- It would be highly desirable for the incumbent to possess a current driver's licence.