POSITION DESCRIPTION & PERSON SPECIFICATION

College Sector: Community Liaison
Position Title: Community Liaison Support Officer
Position Code: PD EDUCL 02
Position Classification: Lutheran Schools Officer - Administration (Grade 3 or 4 depending on experience)
Tenure: Continuing

POSITION DESCRIPTION

1. Summary of the broad purpose of the position in relation to the College’s goals.

(Expected outcome and how it is achieved.)

The Community Liaison Administration Support role is a dedicated Administrative Support to the Community Liaison Office which also provides a Student reception service. This encompasses working within the college to ensure the general welfare of the student body. The Community Liaison Support Officer is responsible for managing the phone calls in to the office; liaising with students, families and communities; gathering relevant information related to students; liaising with government agencies and other bodies; organising required paperwork; and disseminating information where required.

The Community Liaison Support Officer assists in receiving students and families throughout the term, engages with student to assist them in managing challenges, helps organise student travel and assists Community Liaison Officers and the Director of Community Liaison in maintaining an efficient office.

In dealing with student, family and community issues, the Community Liaison Support Officer is required to demonstrate professional discretion and confidentiality at all times.

The Community Liaison Support Officer is required to demonstrate integrity, high level interpersonal skills, and effectively contribute to maintaining a professional standard in Yirara College work ethics, presentation, verbal and written communications. This includes having a capacity to work effectively under pressure whilst also reprioritising workloads to achieve required outcomes. It is expected that the work practices of the Community Liaison Support Officer can easily be recognised as contributing to the outworking of Yirara’s Vision, College Creed and Core Values.

2. Reporting / Working Relationships

(To whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the College.)

The immediate report for the Community Liaison Support Officer is the Director of Community Liaison. Direction is also received from Community Liaison Officers so that assistance can be provided in the day-to-day management of their role.

The incumbent may also be delegated general administration tasks from the Executive Assistant to support the administration team, on occasion.

3. Special Conditions

There are no special conditions relating to the Community Liaison Support Officer role.

4. Extent of Authority

The Community Liaison Officer has authority as delegated through the Director of Community Liaison.
Community Liaison Administration Support

POSITION DESCRIPTION

5. Statement of Key Outcomes & Associated Activities

(Grouped into the Key Result Areas (KRAs), and as major areas of responsibility and activity.)

Separate KRAs have been identified to encompass the major areas of responsibility and activity for the role of Community Liaison Support Officer as follows:

- **Community**
  - Reflecting the Christian Ethos of the college in a professional and compassionate capacity.
  - Actively participating in Yirara worship services.
  - Setting an example of Christian living.
  - Actively participating in College events.
  - Engaging wherever possible and practical in activities that promote Yirara College within the local community.

- **College Future**
  - Actively engaging with the College Vision and Strategic Plan.
  - Undertaking to support and promote the College Creed and assist other staff and students to do the same.
  - Appreciating and respecting the Core Values and Culture of the College, practicing them in daily College life.
  - Strongly supporting the College’s commitment to advancing the wellbeing of Indigenous youth.
  - Undertaking a personal commitment to the Staff Engagement Charter, outworking its elements in a manner of integrity, accountability and responsibility.

- **Student & Family Support**
  - Receiving incoming phone calls from parents and communities, and disseminate information.
  - Meeting and greeting all visitors to the Community Liaison Office in a consistent, respectful and professional manner.
  - Opening, distributing and thoroughly dealing with mail, general email and faxes relevant to the Community Liaison office in a timely manner.
  - Communicating effectively with student families (as required and in conjunction with other staff) regarding student wellbeing and behaviour.
  - Assisting in engaging student’s families to help in settling a student or addressing a behaviour issue.
  - Assisting in parent travel arrangements for meetings.
  - Maintaining student enrolments on behalf of the Director of Community Liaison.
  - Entering and maintenance of data relating to information on student’s daily movements (during school hours).
Yirara College - Position Description & Person Specification

Community Liaison Administration Support

POSITION DESCRIPTION

5. Statement of Key Outcomes & Associated Activities (Cont’d)

Staff Support (Liaising, Supporting Staff, Information Dissemination)

- Assisting the Community Liaison Officers with travel arrangements.
- Providing student information to staff in an expedient manner and assisting staff in sourcing relevant student information from College records.

Administration Support (Liaison, ABSTUDY, Data Entry, Word Processing, Filing, Collating)

- Directing phone calls and enquiries within the Community Liaison Office.
- Providing administrative support to the Community Liaison Office.
- Maintaining links with relevant government agencies and other bodies by providing a quality customer service.
- Processing of ABSTUDY applications, including follow up on information required for approval and payment and updating databases.
- Management of ABSTUDY forms and payments and reporting to ABSTUDY on behalf of the Director of Community Liaison.
- Liaising with bush schools, communities and other organisations to progress ABSTUDY applications.
- Organising student travel at beginning and end of terms and as the need arises.
- Photocopying, printing documents, binding and preparing for distribution within the Community Liaison Office.
- Word processing, formatting of documents, and proof reading within the Community Liaison Office.
- Entering and maintenance of data on students’ electronic and hard copy files including guardian and family contact details, tax file numbers, Centrelink Reference numbers & medical details.
- Providing support of College administration team where needed and required.
COMMUNITY LIASON ADMINISTRATION SUPPORT

PERSON SPECIFICATION

1. Educational / Vocational Qualifications

- Current Working with Children Clearance (Ochre Card).
- Current Criminal History Check.
- Current driver’s licence.
- Hold or be willing to gain accreditation as required by Lutheran Education Australia.

2. Personal Skills, Abilities & Aptitude

Skills

- Demonstrated effective skills in:
  - Supporting management and leadership, working cooperatively and collaboratively.
  - Interpersonal relations, verbal and written communications.
  - Accurate and efficient typing with a minimum speed of 50wpm and 95% accuracy.
  - Organisational and time management skills including the ability to cope with high volumes of work, changing priorities, meeting critical deadlines, and problem solving.
  - Intermediate level secretarial and clerical skills including word processing, maintaining email and computerised records.
  - Intermediate skills in current MS Office applications (Word, Excel, PowerPoint) and other applications including student reporting systems for external agencies.

Abilities

- Organise and set priorities for various activities while meeting required deadlines.
- Work cohesively in a team environment as well as working autonomously where required.
- Take an objective approach to challenges and effectively use initiative.
- Have an attention to detail so that little or no rework is required.
- Use diplomacy, discretion and tact in a professional work environment.
- Communication with Aboriginal people and Government agencies.
- Be a good listener and be able to transfer information accurately and effectively.
- To achieve objectives of meeting specified Key Performance Indicator (KPI) targets.
- Demonstrate empathy and respect for Indigenous people and their culture.

Aptitude

- Be willing to actively support the Christian ethos of the College and act consistently with the core values of the College.
- Be committed to advancing the wellbeing and prospects of Indigenous youth.
- Be committed to promoting student learning and working relationally with students and staff.
- Be willing to engage with, listen to and learn from Indigenous students and their families.
- Be a lifelong learner and willingly seek and accept guidance and advice.
- Demonstrate integrity, enthusiasm, patience, maturity, a non-judgemental attitude and flexibility in work practices.
3. Experience

- Preference is for previous experience working with Indigenous students in an educational environment.
- Extensive experience in records management, data entry, document processing and database management.
- Experience in providing key support and working collaboratively with other staff.
- Experience in liaising with government agencies, external parties and community groups.

4. Knowledge

- Understanding of and openness to understand differences between traditional Indigenous worldviews and mainstream thinking and how to engage, relate to and work appropriately with Indigenous people.
- Understanding of governments, Centrelink and other welfare benefits.
PERSON SPECIFICATION

5. Classification Level & Evaluation Factors

This position of Community Liaison Officer carries a Classification Level of Lutheran Schools General Staff Level 3. In accordance with the Lutheran Schools NT Enterprise Agreement 2014, the Evaluation Factors at this Classification Level are determined as follows:

Use of Knowledge

- Demonstrate some relevant theoretical knowledge.
- Has the technical knowledge or experience to perform a wide variety of duties usually without technical instruction.
- Seeks information and advice as necessary.
- Equivalent to trade qualifications.

Use of Skills & Problem Solving

- Apply a range of well-developed skills to a variety of predictable problems and occasional unpredictable problems consistent with their knowledge

Control, Authority & Decision-Making

- Some discretion is required within specified guidelines

Judgment

- Interpret available information, using discretion and judgement

Responsibility & Accountability

- Take responsibility for determining methods and procedures required to achieve specified outcomes
- Take limited responsibility for the outcome of others
- May be expected to take a leading role when working with Lutheran School Officer at Grades 1 & 2

6. Performance Standards & Review

An annual Performance Review is undertaken with the Director of Community Liaison to determine capacity to meet the demands of the role, where additional skills training is required, and what level of satisfaction is being obtained. The basis of the Performance Review is utilising the Key Performance Indicators (KPIs) identified in Appendix A.
COLLEGE DIRECTION & VALUES

Our Vision Statement
Yirara is a Christ centered learning community where Indigenous students are empowered to prepare for their future.

Our College Creed
How we live and learn at Yirara as ‘One Family – God’s Family’

We love, respect and serve God, others and ourselves by:

- **Working together** (Cooperation)
- **Looking after each other** (Empathy)
- **Acting safely** (Responsibility)
- **Making it right (when things go wrong)** (Restoration)

“Do to others as you would have them do to you.”

Our Core Values Statement
At Yirara we:

- live the message of God’s love and salvation;
- accept and affirm each individual as loved of God;
- create a safe, inclusive and meaningful learning environment;
- empower individuals as lifelong learners; and
- value partnership with families.
At Yirara College all staff are asked to participate in the life of the College in a spirit of unity and commitment to the processes and wider vision of the College. Without this commitment a culture of individualism and division will ultimately arise in which the capacity of the College to operate in a unified manner and provide the desired education for its students is compromised.

To ensure that all staff engage in a manner that is consistent with the values and objectives of Yirara College, all staff are required to agree to and abide by the Staff Engagement Charter.

**Staff Engagement Charter**

1. I understand the contents of this Charter and the commitment I make by signing it.

2. I agree to

   a) live the message of God’s love and salvation
   b) subscribe to the Vision and Core Values of the College
   c) actively promote the College Creed
   d) work towards successful implementation of the College Strategic Plan
   e) treat others with dignity, and provide encouragement and support for those around me
   f) journey with other staff and students in a spirit of unity
   g) contribute to and engage positively in an environment of authentic learning
   h) be objective and positive in my contribution to change within the College environment
   i) uphold and follow the policies and procedures of the College
   j) respect leadership within the College

**Agreement**

As an employee of Yirara College, I agree to discharge my responsibilities as outlined in the Position Description and Person Specification, and to abide by the Staff Engagement Charter.

______________________________  ________________________________
(Print Name)  (Signature)

Date:

______________________________  ________________________________
Roger Ashcroft  (Signature)

Principal (Print Name)  (Signature)

Date:
PERFORMANCE MANAGEMENT (Appendix A)

In relation to setting goals and managing performance, Key Performance Indicators (KPIs) are put in place within each Key Result Area (KRA) so that effort can be measured and performance rewarded.

<table>
<thead>
<tr>
<th>Student &amp; Family Support KPIs</th>
</tr>
</thead>
<tbody>
<tr>
<td>All incoming phone calls are managed professionally and information is disseminated expediently.</td>
</tr>
<tr>
<td>All visitors and students are made to feel welcome and greeted professionally.</td>
</tr>
<tr>
<td>Travel arrangements for students and families are facilitated efficiently and thoroughly, including Centrelink involvement.</td>
</tr>
<tr>
<td>All student records are kept up-to-date and ABSTUDY documentation is maintained as required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff Support KPIs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance is provided where required to other staff, in particular the Director of Community Liaison and Community Liaison Officers.</td>
</tr>
<tr>
<td>Support is provided to the Community Liaison Officer in organisation and monitoring the travel for students and families.</td>
</tr>
<tr>
<td>Student information is made readily available to staff and assistance is provided in sourcing student information from College records.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Administration Support KPIs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative support is readily provided in a professional and timely manner.</td>
</tr>
<tr>
<td>The student database is accurate and maintained regularly from information gained from ABSTUDY and College forms.</td>
</tr>
<tr>
<td>All information required for ABSTUDY approvals is sourced expediently and documentation is completed efficiently and accurately.</td>
</tr>
<tr>
<td>Duplicating, filing and procession for ABUSTY forms and payments are undertaken efficiently and in a timely manner.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>College Community &amp; Future KPIs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actively participates in the spiritual life of the College and sets an example of Christian living.</td>
</tr>
<tr>
<td>Actively engages with the College Vision and Strategic Plan.</td>
</tr>
<tr>
<td>Supports and promotes the College Creed and Core Values.</td>
</tr>
</tbody>
</table>