

JOB DESCRIPTION

Agency	Department of Education		Work Unit	Transition Support Unit	
Job Title	Student and Family Support Officer		Designation	Administrative Officer 5	
Job Type	Full Time		Duration	Fixed to 31/12/2020	
Salary	\$80,235 - \$84,414		Location	Darwin	
Position Number	35986	RTF	172093	Closing	01/09/2019
Contact	Laurie Zio on 0427 554 726 or laurie.zio@nt.gov.au				
Agency Information	https://education.nt.gov.au/				
Information for Applicants	Applications must be limited to a one-page summary sheet and an attached resume/cv For further information for applicants and example applications: click here				
Information about Selected Applicant's Merit	If you are selected and accept this position, a detailed summary of your merit (including work history, experience, qualifications, skills, information from referees, etc.) will be provided to other applicants, to ensure transparency and better understanding of the reasons for the decision. For further information: click here				
Inclusion & Diversity	The NTPS values diversity and aims for a workforce which is representative of the community we serve. We strongly welcome and encourage people from all diversity groups to apply and strive to accommodate people with disability by making reasonable workplace adjustments when required. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer.				
Special Measures	Under an approved Special Measures recruitment plan, Aboriginal and Torres Strait Islander applicants will be given priority consideration and preference in selection for this vacancy if they meet all essential selection criteria and are suitable at the position level.				
Apply Online Link	https://jobs.nt.gov.au/Home/JobDetails?rtfId=172093				

Primary Objective: The Student and Family Support Officers provide high level support and case management to all remote students who have transitioned to boarding schools that are located in the Northern Territory and interstate. Ongoing support and advocacy are provided to remote boarding students and their families to enable them to successfully complete an appropriate secondary educational pathway.

Context Statement: The Transition Support Unit is a major initiative of the Department of Education Indigenous Education Strategy 2015-2024. The Transition Support Unit is responsible for the provision of support services for remote Indigenous students with educational options and transition to secondary school pathways. Transition Support Teams operate across the Territory to support students and parents with the transition to and pathway through secondary schooling in urban and regional schools.

Key Duties and Responsibilities:

1. Provide case management, monitoring and tracking of a client caseload of secondary students who are boarding.
2. Understand and proficiently use the case management system in the Department of Education.
3. Monitor and regularly report on client outcomes.
4. Establish and manage positive working relationships with key staff at boarding/residential facilities.
5. Undertake key liaison with schools and stakeholders across systems and sectors in all states and territories.
6. Assist with Abstudy (AIC and related schemes for boarding funding) applications.
7. Provide 'wrap around' case management to students, in order to successfully implement Transition Plans.
8. Act as the 'go to' person for boarding staff, agencies and services supporting students in their chosen secondary pathway.
9. Work with students and families to orientate at new school and to maintain connection with kin/country.

Selection Criteria:

Essential:

1. Demonstrated well developed knowledge and experience of youth and service providers, particularly in relation to the context of the needs of students from remote Indigenous communities across the NT and the challenges that they face transitioning to boarding at a Northern Territory school or an interstate school.
2. Demonstrated well developed knowledge of and experience in youth work/counselling/social science, including the use of case management systems as well as databases for information management.
3. Demonstrated communication skills (both oral and written) and interpersonal skills including the ability to work within a small team and with the target group.
4. Extensive youth case management knowledge and experience in a community or urban school or relevant agency.
5. Demonstrated ability to work with students at a distance, physically isolated from their families and communities, with the ability to utilise contemporary communication technology.
6. Ability to interact effectively with people from diverse cultural backgrounds and maintain effective relationships in cross cultural contexts, in particular remote and very remote communities in the NT, and students boarding in residential facilities without direct family and community support.

Desirable:

1. Relevant Tertiary qualification (eg Social Work, Youth Work, Teaching).

Further Information: Applicants are expected to have a current working with children clearance notice (Ochre Card), a current driver's licence, and be willing to travel remotely by 4WD and in light aircrafts. This position often requires staying overnight in remote communities.