

## POSITION OVERVIEW

### **Education Support Officer - CREATE Youth**

#### Position Purpose:

This position is located within the CREATE Youth department at Wyndham. CREATE Youth delivers accredited training to young people aged 14 to 19 years who are disengaged from mainstream education. This role is part of a team responsible for the delivery of flexible and innovative training in the areas of literacy, numeracy, and selected electives from the nationally accredited Certificate in General Education for Adults (CGEA) and the Victorian Certificate of Applied Learning (VCAL).

Conduct of this role is to be within the context of:

- CREATE Mission, Commitment, Values, and Culture;
- CREATE policy & operational procedures;
- CREATE Code of conduct and Code of practice; and
- CREATE Personal standards criteria;

#### Principal Accountabilities:

##### Accountable to the Team Leader-Youth for:

- 1) Support Training staff in their delivery of curriculum topics to students;
- 2) Be an active team member of the CREATE Wyndham – Youth Department and attend relevant meetings as required;
- 3) Identify barriers to learning and implement individual strategies to assist students to overcome these barriers;
- 4) Assist in the implementation of rules and discipline procedures as set out in the CREATE Youth Policies Manual;
- 5) Consulting with, and supporting students in their learning by identifying learning requirements, designing individual training programs and/or coaching to improve performance; and
- 6) Maintain timely recording and report of student progress;
- 7) Provide relevant information concerning student behaviour and issues to other CREATE Youth staff;
- 8) Establishing and maintaining good working relationships with CEO, Managers and Team Leaders, CREATE Training staff and all CREATE staff and clients.

#### Typical Duties

- 1) Assist training staff in class and other activities as requested;
- 2) Assist in the collection and maintenance of student documentation. Participate in the monitoring and evaluation of individual students' participation and progress; and
- 3) Be an active team member of the Youth department and attend relevant meetings as directed.

## KEY POSITION CRITERIA

### *Essential to this position:*

- 1) Certificate IV Training & Assessment, Disability Support Youth Work, integration aid or equivalent;
- 2) Experience in assisting and supporting students with learning issues?
- 3) Sound understanding of issues confronting disadvantaged young people and how they may impact on educational success;
- 4) High level of interpersonal skills including the ability to listen and negotiate with a variety of people;
- 5) Understanding of learning barriers and strategies;
- 6) Strong commitment to supporting young people to achieve their educational goals;
- 7) Ability to problem solve with creativity and initiative;
- 8) Ability to set priorities and effectively plan and organise work independently;
- 9) Ability to work as part of a team; and
- 10) High level of computer literacy skills.

*Also essential to all CREATE employees is a high level of personal standards including:*

- personal presentation;
- work attitude, commitment and dedication;
- professionalism;
- work relationships with peers, senior management and all other staff;
- problem solving and conflict resolution skills; and
- personal initiative.

## SUPPORT

This position will be resourced and supported by:

- open door access to Team Leader – Youth;
- monthly monitoring and evaluation sessions;
- professional development opportunities; and
- access to the Chief Executive Officer via department manager if required.

## PERFORMANCE

Annual performance and achievement reviews are assessed against:

- Position overview;
- Key position criteria;
- Specific objectives as set with the Team Leader; and
- Comprehensive reporting of core functions.

## CONDITIONS OF EMPLOYMENT

### Position Title

Education Support Officer – CREATE YOUTH  
CREATE Wyndham

### Classification

Training and Placement Officer Grade 1  
Labour Market Assistance Industry Award 2010

### Contract period

Effective From: Start Date  
Effective To: 23 December 2010  
(Excluding School Holidays)

Ongoing employment throughout the contract period provisional upon a successful 3 month probationary period;

OR  
On a casual basis

### Hours of work

3 hours a day for 3 days a week (9.00 am – 12.00pm) or as agreed.

### **CREATE Business Hours:**

8.30am – 5.00pm Monday to Thursday  
8.30am – 3.00pm Friday  
*Includes a half hour unpaid lunch break*

### Salary

Annual Gross Salary range is \$37,634 - \$39,635, depending on required qualifications, skills, and experience.

Casual rates include a 25% loading.

Salary is paid fortnightly, directly into employee bank account upon receipt of a signed CREATE timesheet. Salary packaging is available within CREATE (Geelong) Inc. guidelines.

### Vehicle

No Vehicle is provided in resourcing this position however pooled vehicles may be available for business travel where required.

### Entitlements & conditions

Entitlements and conditions as specified within the Labour Market Assistance Industry Award 2010 and relevant government legislation.

### Location

This position is based at CREATES Wyndham office, Werribee Business Centre, Station Place, Werribee.

### Responsible to

Team Leader – CREATE Youth

### Variations

Employment variations and changes by exception must be agreed, authorised by the the Chief Executive Officer and documented within relevant confidential employee file.

### Delegated authority

The level of delegated authority is that required to fulfill areas of designated responsibility and as per CREATE delegation of authority policies and procedures or CEO authorised delegation by exception.

### Termination

Employment termination by either employee or employer must be as per the conditions of the Labour Market Assistance Industry Award 2010 and relevant government legislation.

### Confidentiality

All confidential records, documents and other papers, together with any copies or extracts thereof and/or intellectual property, made or acquired by you in the course of your employment shall be the property of the organisation and must be returned to CREATE on the finalisation of your employment.

All CREATE staff members are required to sign a Confidentiality Agreement upon commencement of their employment.

## MANDATORY

*Mandatory to this position:*

1. Provision of certified transcripts of academic record and statement(s) of relevant professional experience and training;
2. Curriculum vitae beginning with most current employment particulars;
3. Statement addressing key selection criteria;
4. Three current referees;
5. Satisfactory police check;
6. Working with children check; and
7. Current Driver's Licence.

## POSITION APPLICATION

Applications for this position to be marked CONFIDENTIAL and forwarded to:

The Chief Executive Officer  
CREATE (Geelong) Inc  
PO Box 146, CORIO VIC 3214  
e. [headoffice@creategeelong.com](mailto:headoffice@creategeelong.com)  
p. 03 5240 2100  
f. 03 5272 2304  
[www.creategeelong.com](http://www.creategeelong.com)

*Applications must be received by*

# CREATE Organisational Structure

