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| JOB DESCRIPTION FORM: Student Wellbeing Support Officer |

Position title: Student Wellbeing Support Officer

Reports to: Senior Manager RTO

Award: ACCHS

Classification: Admin Grade 6.1

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| **About Kimberley Aboriginal Medical Services:** |

KAMS (Kimberley Aboriginal Medical Services Ltd) is a regional Aboriginal Community Controlled Health Service (ACCHS), providing a collective voice and support for a network of member ACCHS from towns and remote communities across the Kimberley region of Western Australia.

KAMS was first established in 1986 as a cooperative between the Broome Regional Aboriginal Medical Service (BRAMS) and the East Kimberley Aboriginal Medical Service (EKAMS) now the Ord Valley Aboriginal Health Service (OVAHS) with membership expanding to Halls Creek Health Service Committee and Fitzroy Crossing community representatives. These communities saw the benefit of sharing pooled resources and collective effort in the region

KAMS provides a wide range of services including Financial and accounting; Regional population health programs; Social and Emotional Well Being Support; Health Promotion; Information Communication Technology Support; Corporate Services; Accredited health training and education and Research.

While the major role is in regional advocacy and support for member services, KAMS also provides comprehensive primary health care services in the remote communities of Beagle Bay, Bidyadanga, Balgo, Mulan and Billiluna. In 2014 KAMS established Kimberley Renal Services Pty Ltd to manage the provision of regional renal support and dialysis services in Broome, Derby, Kununurra and Fitzroy Crossing.

KAMS is a member of the Aboriginal Health Council of WA (AHCWA – [www.ahcwa.org](http://www.ahcwa.org)) and of the National Aboriginal Community Controlled Health Organisation (NACCHO – [www.naccho.org.au](http://www.naccho.org.au)).

**Our vision** is to:

Improve the health and wellbeing of Aboriginal people in the Kimberley.

We will achieve this vision by:

* Supporting our member services to be strong, independent and effective ACCHO’s
* Ensuring we provide quality preventative and primary healthcare services to communities we service
* Providing leadership and advocacy on Kimberley Aboriginal health issues
* Ensuring we are an effective, accountable and sustainable organisation
* Building a skilled and sustainable Kimberley Aboriginal health workforce

**Our mission** is to ensure:

We are managed and controlled by Kimberley Aboriginal people, are locally and nationally recognised as an effective advocate for the Kimberley Aboriginal health sector and provide and support the provision of effective holistic and culturally appropriate primary health care services for Kimberley Aboriginal people.

We define Aboriginal Health as:

Not just the physical wellbeing of an individual, but the social, emotional and cultural wellbeing of the whole community in which each individual is able to achieve their full potential as a human being, thereby bringing about the total wellbeing of their community. It is a whole of life view and includes the cyclical concept of life-death-life.

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**Staff may not smoke while in uniform or when they are acting in an official capacity off site. Smoking is prohibited in and around all buildings, vehicles and grounds. Kimberley Aboriginal Medical Services is a smoke-free organisation and smoking is prohibited in and around all buildings, vehicles and grounds.**

[www.kams.org.au](http://www.kams.org.au/)

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| **Position Summary:** |

The Student Wellbeing Support Officer will work collaboratively with the Workforce team to provide support to students in a range of settings, encourage positive engagement and successful outcomes in all KAMS workforce programs through providing an environment that nurtures emotional, physical and academic wellbeing of all students.

**Relationships**

**Internal**

* KAMS Workforce Team
* KAMS SEWB team
* KAMS Remote Clinics

**External**

* KAMS Members
* KAMS EAP Providers
* NRT
* NIAA

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| **Duty Statement and Key Responsibilities:** |

**Student wellbeing Management**

* Delivery of key wellbeing and mental health programs with a proactive and preventative focus that supports student’s social, emotional and educational development.
* Act as the primary point of contact for students facing academic, emotional, or personal challenges.
* Provide guidance, support, and connect students with relevant resources to navigate their challenges successfully.
* Collaborate and consult with key stakeholders to identify, develop and implement proactive health and wellbeing programs and activities for all students.
* Provide appropriate short-term counselling support for students with personal, social, emotional and educational concerns.
* Work closely with the student support team to ensure smooth student enrolment, address at-risk concerns, and celebrate student successes.
* Case manage students through early identification and intervention to support enrolment and progression

**Empower Students to Succeed:**

* Establish and maintain positive, effective working relationships with students, Member services and other community members.
* Work independently to plan, coordinate resources, set priorities and achieve outcomes.
* Offer personalised learning support, ranging from study skills workshops to individual coaching, empowering students to reach their full potential.
* Guide students through their rights and responsibilities, addressing concerns related to attendance, progress, cancellations, complaints, and appeals**.**
* Organise engaging information sessions, facilitate guest speakers and networking events, fostering a supportive and inclusive environment for new and returning students.
* Assist students in polishing their resumes and interview skills, providing valuable feedback and support as they prepare for the next step in their journey
* Contribute to continuous improvement by identifying and addressing key challenges faced by students.

**Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence and training and scope of practice**

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| **Selection Criteria:** |

**Essential**

1. Qualifications in Psychology / Social Work / Counselling
2. Background in RTO or Educational institution
3. Exceptional listening skills and all-round communication skills
4. Highly evolved understanding of working with Aboriginal and Torres Strait Islander students and the associated complexities and challenges
5. Excellent organisational skills and ability to manage multiple priorities
6. Current National Police Clearance or willingness to obtain one

**Desirable**

1. A local Aboriginal or Torres Strait Islander person, with established connections to the region.

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| **Certification:** |

**The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**

KAMS CEO

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**

Name of employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Appointed: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_