



Position Description

Title:	Career Support Officer
Reports to:	Career Development Practitioner
School:	School Officer Level 5

1. Purpose

The Career Support Officer works collaboratively with school communities to promote and foster the achievement, participation, career development, and employability of all students. This position supports the school based Career Development Practitioner (CDP) and delivery of the Career Development program that enables students to make informed choices to navigate their current and future careers.

Key focuses include

- building students' skills and capabilities for the future, through a planned program of learning, to prepare them for their life after school
- strengthening collaboration between schools, employers and local communities to improve student engagement with work environments, and support successful transition to further education, training and work
- developing students' career management and navigation skills that are needed to make informed career decisions throughout their working life.

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- Certificate IV in Career Development or equivalent tertiary qualifications relevant to the position or such knowledge, qualifications and experience that are deemed by the employer as necessary to successfully carry out the duties of the position
- effective relationship building and influencing skills
- demonstrated experience working with the Microsoft suite of products
- advanced interpersonal and communication skills
- advanced administration and organisational skills

Desirable

- marketing and public relations skills
- demonstrated experience working in a similar role

3. Key result areas

- 3.1 support the career development information and communication strategy of the school
- 3.2 support the delivery of a whole-school career education program
- 3.3 provide individual career development support and services for students
- 3.4 provide administrative and organisational support to enable experiential opportunities for students
- 3.5 liaise and collaborate with the Careers Development Practitioner, key stakeholders across TCS and external agencies to support best practice career development service delivery to students
- 3.6 maintain standards of practice that are consistent with membership of professional associations
- 3.7 collaborate and communicate with others to ensure that high professional standards are met
- 3.8 contribute to and promote the development, alignment, attainment and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)
- 3.9 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4. Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5. Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties statement

Career Support Officer

3.1 Support the Career Development information and communication strategy of the school

- in collaboration with the Career Development Practitioner (CDP), maintain a physical and/or digital career centre/library with up to date and accurate information on career options, tertiary education and Vocational Education and Training options
- assist the CDP in the development, distribution and/or marketing of career information sources and resources aligned to the communication strategy (ie displays, website information, regular newsletter articles, daily notices, personalised emails etc)
- assist in marketing the Career Development programs activities and events to students, the school community and local businesses
- write original material for distribution to schools community

3.2 Support the delivery of a whole-school career education program

- develop and provide small group career education services under the direction and supervision of the CDP
- provide high level administrative support to the CDP and assist in developing career education program materials and resources
- liaise and collaborate with the Careers Development Practitioner, key stakeholders across TCS and external agencies to support best practice career development service delivery to students
- identify and source relevant organisations, resources, and services that address the unique needs of students

3.3 Provide individual career development support and services for students

- provide high level administrative and organisational support in the delivery of CDP services, development of Personalised Pathway Plans and tracking student progress aligned to their plans
- assist the CDP in managing appointments and referrals
- provide individual and small group career information services under the direction and supervision of the CDP
- maintain files related to Personalised Pathways Plans in line with file management protocols
- participate in early intervention and support activities which address the needs of at-risk students under the direction and supervision of the CDP
- direct students to school-developed and external career information resources/processes on request, or as generated by Personalised Pathway Plans and their review
- maintain accurate, up to date records of support provided to students

3.4 Provide administrative and organisational support to enable experiential opportunities for students

- assist in developing policy and procedures as related to career and employability development
- provide high level administrative and organisational support to the school Work Experience Program aligned to school processes and timelines working in close collaboration with the CDP
- maintain accurate and up to date records of all Work Experience placements including placement agreements, stakeholder details and safety/risk management documentation, including preparing summaries and reports as required
- provide support for students undertaking flexible pathway options including, provision of information, assisting with applications and associated school and external processes

- promote events such as open days, trade days, careers expos and industry events to individual students and within the school community
- provide organisational and administrative support to enable student attendance at relevant career related events
- provide organisational and event management assistance to the CDP with career information and experiential activities that bring industry representatives, employers and education and training providers into the school
- assist the CDP in supporting students to identify ways in which external structured and unstructured learning opportunities for example: work, extra-curricular activities, community service and volunteer programs can develop career competencies and 21st century employability skills
- provide administrative and organisational support to the designated School Based Apprenticeship Coordinator (important note: this may be an optional duty in some schools due to pre-existing arrangements)
- maintain a Job Board, advertising appropriate employment opportunities as they arise

3.5 Liaise and collaborate with the Careers Development Practitioner, key stakeholders across TCS and external agencies to support best practice career development service delivery to students

- establish and maintain effective relationships and networks with key stakeholders across TCS and external agencies (including training and education providers, industry representatives and employers)
- work closely with relevant school teams to implement career development initiatives that support curricular and co-curricular programs
- work collaboratively with TCS Career Development Practitioners and TCSO staff to develop system programs, resources and supports
- identify and source relevant organisations, resources, and services that address the unique needs of students

3.6 Maintain standards of practice that are consistent with membership of professional associations

- qualify for associate membership of the Career Industry Council of Australia (CICA) or an appropriate CICA member association
- monitor, maintain and enhance professional competencies by participating in continuing professional learning in order to remain current with trends, processes and content of career development; this may include attending conferences, industry or institution information sessions, webinars or other professional learning activities
- participate in regular professional reflection meetings with the CDP
- recognise that support roles operate within the parameters of confidentiality and the Diocese of Toowoomba Catholic Schools Code of Conduct

3.7 Collaborate and communicate with others to ensure that high professional standards are met

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS
- establish and maintain effective relationships and networks with key stakeholders across TCS and external agencies (including training and education providers, industry representatives and employers)

- work closely with relevant school teams to implement career development initiatives that support curricular and co-curricular programs
- work collaboratively with TCS Career Development Practitioners and TCSO staff to develop system programs, resources and supports

3.8 Contribute to and promote the development, alignment, attainment and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- contribute to planning and meetings that support students, school and diocesan initiatives, as appropriate
- participate fully in annual goal setting, monitoring and review of performance in accordance with the Principal
- attend professional development and network days as appropriate
- progress school and diocesan priorities as appropriate to the position

3.9 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training; consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment