

## Position Description

<b>Position Title:</b>	<b>Student Support Officer</b>		
<b>Reports To:</b>	<b>Team Leader Academic Leaders</b>	<b>Work Area / Unit:</b>	<b>Cape York Leaders Program</b>
<b>Full Time Or Part Time:</b>	<b>Full Time</b>	<b>Primary Location:</b>	<b>Rockhampton</b>
<b>Direct Reports:</b>	<b>None</b>	<b>CYP Job Classification:</b>	<b>Level 3</b>
<b>Award:</b>	<b>Social, Community, Home Care and Disability Services Award 2010</b>	<b>Award Classification:</b>	<b>Social and Community Services Employee Level 3</b>
<p>It is a mandatory requirement of the role that the successful candidate will have or obtain a valid Working with Children Blue Card and Police Check.</p>			

**To perform this role, it is essential that the person is an Aboriginal and/or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991.**

## About the Organisation

Cape York Partnership (CYP) is a non-profit Indigenous organisation empowering the people of Cape York to choose a life they have reason to value. Our partnership consists of 10 entities working on areas of policy, empowerment, education, employment, health, language and culture. We Co-design all our initiatives with the people of Cape York so they can lead the changes they need for their communities to prosper.

Cape York Partnership has been working throughout the region, in partnership with the people of Cape York, for 20 years. Every entity of Cape York Partnership works towards one agenda – the Pama Futures Agenda. It's a single cohesive reform framework incorporating land rights, empowerment and economic development for the people of Cape York, by the people of Cape York.

## Pama Futures Agenda

Our vision is for the people of Cape York to have the capabilities to choose a life that they have reason to value. To achieve this, the people of Cape York designed and agreed to an empowerment roadmap in 2018 called the Pama Futures Agenda. It is a single cohesive reform agenda focussed on social, economic and cultural development of the first nations of Cape York Peninsula.

‘Pama’ means the Indigenous people of Cape York and ‘Futures’ refers to their collective vision for the next generations of Pama. It represents the best chance we have to close the gap on Indigenous disparity in our region and it guides all the work we do here at CYP.

## About our Program

The Cape York Leaders Program supports the development of current and future Cape York leaders. Cape York Partnership is committed to empowering talented Indigenous leaders of the region to drive and own the Cape York Agenda by providing them with the necessary leadership skills.

The Academic Leaders Secondary (ALS) phase offers scholarships and support to assist talented Indigenous students enter credible academic institutions and graduate with a standard of excellence.

## About the Role

Based in Rockhampton, the Student Support Officer (SSO) reports to the Team Leader – Academic Leaders and is responsible for the strategic planning and management of the Academic Leaders Secondary Phase. This role involves providing direct support to students in Rockhampton and Yeppoon, ensuring a coordinated and high-quality student experience.

## Key Accountabilities

- Provide support to ALS students that assist in a high retention of students on the Cape York Leaders Program.
- Provide effective case management to ensure students have the support they need to achieve their academic and non-academic goals.
- Ensure ALS students receive adequate support to assist them to prioritise and focus on their academic achievements to gain OP/QCE score and entry into post-secondary school training or education.

## Student Case Management

- Develop and maintain strong, supportive relationships with students, their families, school staff, and communities to enhance student engagement, well-being, and academic success.
- Develop, evaluate, and oversee case management plans for students, ensuring effective planning, implementation, monitoring, and continuous improvement of academic performance and wellbeing.
- Record and maintain up-to-date information on all interactions and services provided to students, families, and schools in the CYLP database.
- Provide comprehensive support to students, empowering them to successfully complete the Cape York Leaders Program and their secondary academic studies.
- Facilitate student access to tutors and mentors to support their academic and personal development.
- Provide students with relevant information, tailored support, and appropriate referrals while advocating for their academic, personal, and social development as needed.
- Regularly visit and serve as the primary liaison between multiple partner schools, service providers, and ALS students to ensure coordinated support, effective communication, and a collaborative approach to student success.
- Occasionally attend after-hours activities such as special school events or other extracurricular engagements to support student participation and well-being.

## Student Leadership Development

- Collaborate with students to develop Leadership Plans and support them in achieving their Leadership and Transition goals.
- Assist in organizing and delivering workshops and training sessions, while providing guidance to ensure a smooth transition from secondary school to tertiary education.
- Plan, coordinate, and deliver term-based events for the region, ensuring meaningful engagement and participation from students.

## Other

- Establish and maintain professional relationships with service providers and key stakeholders to enhance student support networks.
- Manage and maintain accurate administrative systems while assisting with routine administrative tasks

- Undertake additional duties as directed to support the effective delivery of student services across all regions.

### General Expectations

- Behave in a way that contributes to a workplace that endorses diversity and is intolerant of discrimination, harassment and bullying behaviour.
- Maintain strict confidentiality of all information or knowledge as a result of your employment.
- Ensure safe work practices and a safe work environment maintained at all times in accordance with the CYP Health, Safety and Environmental Management Plan.
- Be helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment.
- Adhere to the CYP Code of Conduct and all CYP policies, procedures and values.
- Compliance with the CYP Child and Youth Risk Management Strategy to ensure the safety and wellbeing of children and young persons who use our services.

## Qualifications and Experience

### Essential Criteria

- Proven experience in case management, providing student-centred support and guidance.
- Strong ability to engage and communicate effectively with young Indigenous people, fostering positive and culturally appropriate working relationships.
- Excellent organisational and communication skills, with the ability to manage multiple priorities effectively.
- Understanding of the unique challenges faced by Indigenous youth from remote communities.
- Strong interpersonal and teamwork skills, with the ability to collaborate across various stakeholder.
- Self-motivated and capable of working independently with minimal supervision.
- Well-developed oral and written communication skills, including proficiency in computer applications.
- A current driver's license.
- Sound knowledge of Australian Indigenous cultures, with a demonstrated ability to communicate respectfully and a commitment to the social, economic, and cultural development of Indigenous Australians.
- Possess a Working with Children Blue Card and successfully complete a Police Check.

### Desirable Criteria

- A tertiary qualification in a relevant field, such as education, social work, or community development.
- Experience working in or building strong connections with Cape York communities, with an understanding of their unique strengths, challenges, and cultural contexts.

### Key Attributes

- **Alignment with CYP Values** – Demonstrates commitment to Cape York Partnership's values and expected behaviours.
- **Initiative & Self-Motivation** – Proactively takes ownership of tasks and drives outcomes with minimal supervision.
- **Results-Oriented** – Focused on achieving meaningful outcomes that positively impact students and the program.
- **Analytical & Problem-Solving Skills** – Thinks critically and applies sound judgment to resolve challenges effectively.
- **Strong Communication** – Demonstrates excellent verbal and written communication skills, adapting to

different audiences.

- **Relationship Building** – Builds and sustains respectful and professional relationships with students, families, colleagues, and stakeholders.
- **Personal Leadership** – Leads by example, upholding professionalism, integrity, and accountability in all aspects of work.
- **Commitment to Diversity & Inclusion** – Contributes to an inclusive workplace that values diversity and is intolerant of discrimination, harassment, and bullying.
- **Confidentiality & Integrity** – Maintains strict confidentiality of all sensitive information encountered in the role.

#### Identified Position

- To perform this role, it is essential that the person is an Aboriginal or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991

<p>It is the responsibility of the user to be aware and have an understanding of this document. Should the employee wish to clarify any aspect of this document contact the line manager or Human Resources.</p>			
<b>Employee Name:</b>		<b>Manager Name:</b>	
<b>Position Title:</b>		<b>Position Title:</b>	
<b>Employee Signature:</b>		<b>Manager Signature:</b>	
<b>Date signed:</b>		<b>Date signed:</b>	