



Aboriginal Health Council of South Australia Ltd.

Position: STUDENT SUPPORT OFFICER

Work group: Workforce and RTO

Reports to: Manager, Clinical Education and Student Experience

Classification Code: Level 4

Employment status: Full-Time, fixed term

Contract Term: 2 years from appointment

Approval: Date:.....

Executive Board Aboriginal Health Council of SA Ltd.

JOB SPECIFICATION

1. Organisational overview

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

AHCSA delivers nationally accredited training and has been registered with the Australian Skills Quality Authority (ASQA) as a Registered Training Organisation (RTO) since 2004 (RTO 40142). AHCSA prides itself on providing a comfortable learning environment reflective of the organisation's cultural values and connections.

2. Summary of the broad purpose and characteristics of the position

The Student Support Officer plays a vital role in delivering culturally safe, high-quality training programs within AHCSA's Registered Training Organisation. The position provides comprehensive academic, wellbeing, administrative and compliance support to learners across the entire training lifecycle—from recruitment and enrolment through to progression, completion and work placement.

The role exercises sound judgement, autonomy and initiative to ensure students are supported to succeed and that all RTO systems, records and compliance requirements are consistently maintained to a high standard. The Student Support Officer is responsible for coordinating student recruitment, enrolment, onboarding and orientation activities, and for providing culturally safe academic, wellbeing and holistic support that promotes learner engagement and progression.

The role develops and coordinates learner support plans, reasonable adjustments and referral pathways, ensuring students have access to appropriate supports throughout their training. Committed to delivering responsive, professional and culturally safe support, the Student Support Officer contributes to the overall success of the RTO by enhancing the learner experience, strengthening relationships with



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employers, member services and stakeholders, and supporting clear pathways to progression, completion and employment.

3. Organisational relationships and extent of authority

The Student Support Officer is accountable to and reports to the Manager, clinical Education and Student Experience. Working under general direction, the position follows established AHCSA procedures, processes, and guidelines to deliver student support services.

This position collaborates closely with all members of the RTO, students, other AHCSA staff, member services and employers ensuring a cohesive approach to student welfare and support.

4. Special conditions

- National Police Certificate required.
- Out-of-hours work will be required.
- Working With Children Check required.
- Driver's License

5. Statement of Key Responsibilities

The Student Support Officer is responsible for:

Student Support, Recruitment, Enrolment and onboarding: *Guiding and supporting students through the training process to ensure a seamless educational experience, including enrolment, assessments, onboarding and work placements by:*

- Assisting potential students to apply for training programs through the provision of pre-course advice and support with the enrolment process.
- Processing forms, creating documents, and completing other student lifecycle functions across relevant systems
- Supporting the student lifecycle from enrolment to completion through proactive and timely communication.
- Supporting and coordinating student travel to workshops.
- Conducting cross-system data checks to ensure alignment between EsKilled, Skills & Employment Portal, and NACCHO spreadsheets.
- Identifying data inconsistencies and initiating corrective actions or escalation where required
- Supporting the orientation of new students, ensuring students are welcomed into the program and provided with the information, resources, system access, and guidance required to confidently commence and engage in their training.
- Supporting students to connect with appropriate information and employment pathways as required.

Student Academic, Wellbeing and Holistic support: *Provide proactive culturally safe academic, wellbeing and holistic support to assist students succeed and reduce barriers to participation by:*

- Monitoring student training progress, attendance and engagement, ensuring timely follow-up of outstanding assessment items.



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- Maintaining regular contact with students to provide ongoing guidance and support throughout their training.
- Supporting students in the understanding and requirements of individual learning plans where they have been recommended or developed by the education team and RTO management.
- Collaborating with the Clinical Educator (AHP), students, and other relevant stakeholders to identify and implement appropriate learning supports where required.
- Conducting timely welfare checks and early intervention follow-up for non-attendance or disengagement.
- Identify and collate information regarding work placement breakdowns and support the student to share their concerns and escalate to the Manager, Clinical educators and Student Support to communicate with their clinical supervisors and host organisation.
- Supporting students through the commencement, completion and documentation of work placement activities.
- Processing student assessments and results in accordance with RTO requirements
- Identify risks to student progression, wellbeing, or completion and escalating appropriately

Student Experience, Engagement and stakeholder Coordination: *Fostering a positive, inclusive and culturally safe student environment through effective engagement activities, clear communication and strong stakeholder relationships by:*

- Creating a welcoming and supportive environment for all students, fostering a positive and culturally safe learning culture.
- Organising and delivering student orientation sessions, engagement activities, workshops and events that enhance learning and encourage peer networking.
- Encouraging student feedback, capturing insights and documenting outcomes in continuous improvement registers to support quality enhancement.
- Maintaining professional communication with students, educators, workplace supervisors, host sites and external partners to ensure smooth program delivery.
- Coordinating information flow between students and educators regarding expectations, assessments, timelines and support needs.
- Providing updates to workplace supervisors on student progress, attendance and placement requirements.
- Supporting educators with assessment tracking, marking prioritisation and student follow-up.
- Contributing to initiatives that strengthen community connection and culturally safe learning environments across all student interactions and placements.

Compliance, reporting and Quality Assurance: *Ensuring accurate student data recording, maintaining records in the Student Management System, and supporting compliance tasks, audits, and reporting:*

- Ensuring accurate and timely recording of student data, including attendance, assessments in line with AHCSA policies and RTO regulatory requirements.
- Providing administrative support to Recognition of Prior Learning (RPL) processes, ensuring records, documentation, and data are accurately maintained within relevant systems.



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- Maintain accurate student records in the Student Management System and support periodic data audit.
- Support compliance tasks, audit preparation and regulatory reporting.
- Prepare reports on attendance, progress, completions, withdrawals and placement outcomes.
- Contribute to continuous improvement of systems, processes and learner support frameworks.
- Identify risks to program delivery or compliance and escalate appropriately.

REQUIREMENTS OF THE POSITION

6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

CAPABILITY AREA	DESCRIPTORS
core capability PERSONAL ATTRIBUTES	
<i>Cultural Respect and Inclusiveness</i> Engage stakeholders inclusively, respecting Aboriginal cultural values and diverse community insights to guide actions.	• Respect and seek to understand diverse needs, beliefs, and values. • Recognize inclusive behaviors, holds self-accountable for inclusivity. • Incorporate cultural respect into interactions with Aboriginal people and communities. • Ensure actions and communications are culturally appropriate.
core capability AUTHENTIC RELATIONSHIPS	
<i>Customer Focus</i> Understand customer needs and deliver high impact services that meet those needs.	• Understand customer requirements and how work addresses customer needs. • Take responsibility for delivering services that meet customer requirements. • Identify and respond quickly to customer needs, identifying opportunities to improve services.



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core capability | ENABLING DELIVERY

Accountability for Results

Take responsibility for actions to achieve high-quality results through a commitment to excellence.

- Take ownership of tasks and actions, understanding their impact on outcomes.
- Seek clarification or advice when required.
- Take the initiative to progress own work.
- Identify resources needed to complete allocated work.
- Deliver high-quality work with attention to detail.
- Follow policies and procedures to ensure consistent work.

6.2. Experience

- Experience in student support, training administration, case management or similar roles.
- Experience working with Aboriginal and Torres Strait Islander communities or in culturally safe environments.
- Experience in liaising with a range of external stakeholders and organisations to develop and support student work placements.
- Experience in maintaining student or client record databases (e.g. Student Management System) and Microsoft Office applications.

6.3. Educational/Vocational Qualifications

- Nil.

7. Desirable Experience, Qualifications and/or Training

7.1. Experience

- Experience in RTO compliance, VET sector operations or work placement coordination.
- Knowledge of RPL processes and VET regulatory requirements.

7.2. Educational/Vocational Qualifications

- Certificate IV in Training and Assessment (TAE40116 or equivalent) or willingness to obtain.

Acknowledged by Occupant

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Print name Signature Date