

## POSITION DESCRIPTION

<b>Position Title</b>	Apprentice Support Officer
<b>Position No</b>	
<b>Department</b>	Apprenticeship Support Centre
<b>Faculty/Centre</b>	Engagement and Support
<b>Classification</b>	PACCT Worker 7 (PW7)
<b>Prepared By</b>	Manager, Apprentice Central
<b>Date</b>	November 2023
<b>Reference No</b>	
<b>Approved By</b>	Associate Director, Human Resources
<b>Primary Objectives of Position</b>	<ol style="list-style-type: none"> <li>1. Pro-actively engage with pre-apprentices, apprentices, employers, trade teachers, parents, schools (for School-based Apprenticeship and Traineeship cohorts) and Apprenticeship service providers i.e. Group Training Organisations to identify and support students “at risk”, with a view to providing holistic support and increasing retention.</li> <li>2. Actively promote the service to Holmesglen pre-apprentices and apprentices, their employers and parents through targeted materials on commencement and on completion of each stage of their program.</li> <li>3. Case manage apprentices identified as requiring or seeking support using a mentoring approach, including support to improve literacy and numeracy.</li> <li>4. Have a physical presence in the social spaces frequented by apprentices on each campus and deploy a social media strategy.</li> </ol>
<b>Manager/Supervisor</b>	<p>Project Manager</p> <ul style="list-style-type: none"> <li>▪ Apprentice Support Centre</li> <li>▪ Relevant Head of Department and Faculty</li> </ul>
<b>Role Of Subordinates (Where Applicable)</b>	<ul style="list-style-type: none"> <li>▪ Not applicable</li> </ul>

### **Internal Communication Requirements**

- Confer with students, teachers, employers and parents to provide support and information.
- Work with the Project manager who will take a lead role in organising Professional Development, data gathering and sourcing support organisations, and developing media material.
- Liaise with Student Services and the Holmesglen English Language Centre (ASU/LLN) for professional support for students and teachers.

### **External Communication Requirements**

- Liaise with and provide support and relevant information to organisations that work with apprentices e.g. Group Training Organisations, Apprenticeship Support Network.

### **Specific Accountabilities**

1. Actively promote the service to Holmesglen pre-apprentices and apprentices, their employers and parents through targeted materials on commencement and on completion of each stage of their program.
2. Provide case management for apprentices identified as requiring or seeking support using a mentoring approach.
3. Guide, advise and support at risk apprentices.
4. Provide support to improve literacy and numeracy for apprentices.
5. Have a physical presence in the social spaces frequented by apprentices on each campus and deploy a social media strategy to ensure apprentices are aware of the service.
6. Coordinate and facilitate information sessions provided to apprentices to overcome employment, financial and personal issues such as drug, alcohol and gambling, bullying, harassment, and sexism in the workplace, accommodation crises, mental health issues legal issues etc.
7. Provide assistance to apprentices whose contracts of employment are terminated to find new employers and continue their off-the-job training.
8. Provide professional development for trades teachers in identifying and responding to apprentices who present at risk behaviours and facilitate the sharing of information across the institute on the apprentice experience.
9. Build and maintain positive relationships with internal and external stakeholders.
10. Advocate for students with employers, Institute departments and external bodies.
11. Develop and deploy the capacity of Holmesglen's Student Management system to track apprentice attendance and progress, and identify those commencing apprentices known to be in 'at risk' demographic cohorts to flag potential caseloads for support.
12. Provide information to the Project Manager to develop a comprehensive network of existing service providers for referral, including internal resources.

13. Ensure compliance with the requirements of the Holmesglen Management System, legislation and relevant external bodies.
14. Adhere to Holmesglen privacy requirements with regards to apprentice management.
15. Adhere to the Apprentice Support Centre's information storage procedures and requirements.
16. Ensure compliance with Holmesglen's policy and procedure relating to the Child Safety Standards.
17. Comply with the Holmesglen Management System and contribute to the ongoing improvement of administrative systems and processes.
18. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
19. Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

**Qualifications**

**Minimum**

- Relevant Degree and post graduate qualification and experience, or an equivalent combination of relevant experience and / or education or training.
- Certificate IV in Training and Assessment

**Preferred**

- An approved adult teaching qualification at diploma level or above.

**Knowledge**

- Demonstrated knowledge of the Vocational Education sector.
- Knowledge of apprenticeship environment and existing support services – internal and external
- A strong understanding of the principles of Occupational Health and Safety.
- Understanding of the nature of “young students” and their specific life challenges.
- Thorough understanding of personal privacy of information.

**Experience**

- Experience with gaining rapport with students and staff.
- Experience working within the apprenticeship environment.
- Experience with engaging young students and an understanding of their environment and its stresses.

**Skills**

- Excellent verbal and written communication skills.
- Counselling skills.

**Key Selection Criteria**

- Strong customer service skills
- Excellent administration / record-keeping skills
- Flexibility and a willingness to adapt in a changing environment.
- Good advocacy skills to facilitate support for “at risk” students.
- Good time management skills and the ability to meet deadlines.
- The ability to work under pressure and remain calm.
- Ability to engage groups and individuals to facilitate support for students
- Proficiency in the use of computer applications including Microsoft Office packages such as Word and Excel.

1. Experience engaging with young students and an understanding of their environment and its stresses.
2. Ability to engage groups and individuals to facilitate support for students.
3. Demonstrated excellent administration skills
4. Experience working within the apprenticeship environment, with a strong understanding of the apprenticeship environment – both from the perspective of the apprentice and the employer.
5. Understanding of the principles of Occupational Health and Safety
6. Good knowledge of the Vocational Education sector.
7. Demonstrated high-level proficiency in the use of the MS Office products, internet-based applications and database management software and systems. Knowledge of student administration and systems would be an advantage.

**Note**

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check.

- Holmesglen cultivates a workforce that embraces and values student voice and partnership.