



Serving our community.
Sharing our culture.

Position Title	Outreach Support Officer
Department	Education
Reports To	Team Leader, Foundation Skills Qualifications
Location	Sydney, Newcastle, Central Coast or Wollongong

Position Purpose

The Outreach Support Officer is a member of the accredited team and the broader Education team and works collaboratively with a range of services and agencies to increase and maintain enrolments of deaf learners in foundation skills programs delivered in NSW. The key parts of the role are to: 1) support current deaf learners 2) explore opportunities for growth and 3) raise the profile of courses for deaf learners.

The Outreach Support Officer reports to and works under the supervision of the Team Leader, Foundation Skills Qualifications and will achieve high-level outcomes in the following Key Results Areas:

Position – Key Result Areas

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Accountability [1-4]

Learner Support

[1]

- Streamline access to information, support and enrolment and develop and recommend general office procedures and systems to support the activities of the role.
- Create and tailor learning opportunities to meet the needs of deaf learners.
- Provide individualised support and wrap around services to existing deaf learners.
- Meet face-to-face with online students experiencing difficulties.
- Assist deaf learners with completion of ACE (Adult and Community Education) surveys.

Community Engagement and Consultation

[1]

- Collaborate with immediate and broader team, as well as other services to better understand what deaf learners need.
- Capture and create connections with deaf people who experience isolation and barriers to training and employment in various areas across NSW.
- Actively engage in 'Community of Practice' Forums organised by the NSW Department of Education.
- Increase ACE visibility by networking with Deaf community groups, schools with deaf units, migrant support services agencies and NDIS service providers to improve their referral of prospective deaf students to the foundation skills programs.
- Attend deaf events to raise awareness of the foundation skills programs and strengthen existing partnerships or explore new ones.
- Collaborate with the Team Leader to recruit prospective deaf learners and trainers.
- Participate in industry engagement activities as required.

- Support the continuous improvement of the foundation skills programs.

General and Compliance

[2]

In consultation with and at the direction of the Team Leader, Foundation Skills Qualifications:

- Ensure the tri-annual reports and associated checklists are completed and submitted within agreed timeframes.
- Provide reports to the Team Leader, Foundation Skills Qualifications on progress and activity as required, ensuring information is meaningful & usable.
- Provide recommendation to the Team Leader, Foundation Skills Qualifications about focused areas for course delivery
- Support with the planning of course delivery based on outcomes of community engagement and consultation.
- Understand and work within the relevant parts of the Deaf Connect quality management system

Other duties as required

- There will be a requirement for some weekend work and travel around regional NSW.

Decision Making

Decisions	Recommendations
Time Management and work priorities	Policy and Service Directions and Priorities

Primary Relationships

Internally	Purpose
Team Leader, Foundation Skills Qualifications	Direct Line management, supervision, support, advice
Coordinator, Foundation Skills Qualifications	Collaboration, liaison, support advice
Manager, Workforce Development	Collaboration, liaison, support, advice
All Education staff	Shared strategic direction, collaboration and optimization of resources

External	Purpose
All visitors and stakeholders	Information, Direction and Liaison
Members of the Deaf community, schools, migrant support agencies, NDIS service providers and funding body	Networking and partnerships, industry consultation, subject matter knowledge and support

Persons or functions that report to the position holder:

- N/A

Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
Innovating					*	
Planning						*
Organising						*
Financial Management		*				
Customer/Client Orientation						*
Administration				*		
Auslan						*
Vision						*
Data Gathering				*		
Problem Solving				*		
Deciding				*		
Implementing					*	
Communicating						*
Lobbying						*
Negotiating						*
Consulting						*
Participating						*

Selection Criteria

Essential

- Minimum 3 years' experience in community development / outreach /teaching
- Experience supporting deaf adults with learning needs
- Understanding of foundation skills courses
- Microsoft Office suite
- Excellent communication, collaboration and negotiation skills
- Excellent time management skills
- Ability to work well under little supervision.
- Highly proficient Auslan skills
- NSW Driver's licence
- Willingness to travel around regional NSW

Desirable

- Understanding of compliance requirements for delivery of qualification courses.
- Demonstrated capacity to work both independently and within a team-oriented environment.

Salary

Salary is above award at the rate of \$37.35/hour + superannuation. Salary packaging will also be available.

Please sign below your agreement of the above position description.

Name _____

Signature _____

Date _____