

Human Resources

Position Description



Position Title:	Participant Support Officer (RTO)
Accountable To:	Regional Manager: Training Services
Location:	Eighty9 Limited RTO Training Delivery Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Participant Support Officer (RTO) is responsible for building and developing positive relationships for Participants in training, by providing support and mentoring that enables Participants to successfully partake in education. The Participant Support Officer (RTO) will work alongside Participants and Trainers to develop Participant capacity for learning whilst implementing ongoing linkages to community in order to strengthen their pathways through education, to gain and maintain sustainable employment.

Personal Attributes

You will be a person centred, engaging and empathetic individual, who is highly skilled in interpersonal communication, social interaction and active listening that engages and motivates Participants according to their individual and cultural needs. You will be able to build strong relationships, demonstrate empathy for Participants from diverse backgrounds and understand the importance of supporting them to engage in training to achieve their goals. You must be a flexible, outcome-focused individual who possesses a can-do attitude and approach to achieving results for Participants. You will be able to interact with all key stakeholders, ensuring the best possible outcomes for all parties.

Responsibilities

The Participant Support Officer (RTO) will be responsible to:

- Provide individualised and tailored support to a caseload of Participants attending Pivot Training programs
- Develop and maintain key relationships with local and community services that support Participants to remain in education
- Ensure Key Performance Indicators are achieved
- Support Participants to address issues that may interrupt training
- Facilitate referrals to services that provide Participants with the assistance required
- Work with, and alongside Trainers to support Participants to develop and maintain study skills which maximise learning opportunities
- Assist Participants to locate and access suitable support services in the community
- Develop Participants understanding of their training program commitments and requirements
- Accurately document attendance at support sessions and record detailed case notes and progress notes in Organisational databases
- Review and support Participants with their goal plans
- Undertake industry consultation for the provision of support services required by Participants
- Manage Participants needs in accordance with the Government authority and Organisational policies and procedures
- Conduct administrative activities consistent with contractual and legislative requirements, and Pivot Training procedures
- Work with Participants to develop strategies for motivation and engagement in training and assessment activity
- Provide transitional support at key milestones points including commencement, work experience and program exit
- Analyse support services provided by region to identify trends in support provided
- Participate in operational team review meetings to monitor quality and effective support provision
- Promote the Eighty9 RTO, Pivot Training, and maintain a high profile and professional company image
- Participate in professional development and training as required
- Participating in Eighty9 Limited meetings and functions as required
- Other duties as directed by the Executive Manager – Training Services

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Quality Standards, Regulations and Responsibilities

The Participant Support Officer (RTO) is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The government authority contractual requirements and specifications
- The government authority Code of Practice and Service Provider Instructions
- The government authority complaints procedures
- The VET Quality Framework
- ISO:9001 Quality Management System
- ISOIEC 27001: 2023 Information Security Management System
- Relevant Commonwealth and State Legislation
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

Qualifications and Experience

- Qualifications in Community Services, Youth Work, Social Work, Behavioural or Social Work an advantage and desirable
- Experience in a similar role is required.

Key Skills/Attributes

- Demonstrated ability to engage with people from diverse backgrounds
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- Able to build and maintain long term relationships with key stakeholders
- Excellent organisational skills
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Computer literate in Microsoft Office and database systems

Additional Factors:

- Driver's license essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- Completed Covid-19 vaccination schedule
- This position may require occasional attendance at meetings or training outside normal business hours.

Selection Criteria

- Highly developed communication, interpersonal and negotiation skills
- Experience in RTO support service, learner support services or mentoring roles
- Proven ability to work as part of a dynamic, targets and outcomes focussed team as well as operating autonomously.