

Position Description

Position Title	Student Success Coordinator
Portfolio	Student Experience
Division	Student Engagement and Support
Department/Cost Centre	Student Success Program - 03330
Classification	Specialist Staff 7
Position Number/s	103154
Reporting to	Manager - Student Engagement and Support
Supervises	Retention Officers x 3 (Name to be confirmed)

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

South West TAFE is where practical skills meet real opportunity. With over 150 industry-aligned courses, we help people build the confidence and capability they need to step into their future — whether that's a new job, a career change or further study.

SWTAFE campuses are situated on the lands of the Gunditjmara, Kirrae Whurrong, Gulidjan peoples of the Eastern Marr nation, and the Tjap Wurrong and Bunganditj peoples. They are located throughout southwest Victoria in Warrnambool, Hamilton, Portland, Colac, Sherwood Park and a further delivery site at Glenormiston. They offer modern facilities, expert trainers and strong connections to local industry—so learning stays relevant, hands-on and flexible.

We're not just keeping up — we're staying ahead. And we're proud to be part of a region that's growing, evolving and inspiring change.

Division Overview

The Student Experience Portfolio supports SWTAFE students, trainees and apprentices through inclusive, practical and coordinated services. It includes Student Administration, Accessibility, Literacy and Numeracy, First Nations, Wellbeing, the Skills and Jobs Centre, the Reconnect Program, and regional campuses in Portland, Hamilton and Colac. These areas work together to strengthen access, participation, retention and successful outcomes for students across the organisation.

The Student Engagement and Support Division provides coordinated support, engagement and wellbeing services that contribute to a positive learning environment, practical assistance for students and stronger participation, retention and completion outcomes.

Position Overview (Your Opportunity)

The Student Success Coordinator provides operational leadership for SWTAFE's Student Success Program, funded through the Wrap Around Services Program under the National Skills Agreement Improved Completions initiative. The role coordinates team delivery, quality, reporting and continuous improvement of early intervention activity that strengthens retention, completion, belonging and wellbeing outcomes.

Working with substantial independence, the Coordinator interprets student risk information, sets priorities, supervises three Retention Officers and makes judgement-based decisions about intervention, referral, escalation and resource deployment, with particular focus on students most at risk of disengaging during the early stages of training.

The role analyses engagement data, referral patterns, student feedback and service outcomes to identify risks, trends and gaps, provide evidence-based advice, and strengthen proactive outreach, case coordination and referral pathways across teaching areas, support services and external partners.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interests of the organisation. As such, every staff member has accountabilities to uphold for both their position and the wider organisation. These accountabilities include, but are not limited to:

Your Position

- Lead delivery of the Student Success Program, including planning, workflow coordination, monitoring, reporting, evaluation and continuous improvement.
- Supervise three Retention Officers, including setting priorities, allocating work, coaching practice and ensuring consistent service quality.
- Apply independent judgement to assess student risk, prioritise intervention, resolve operational issues and escalate complex or sensitive matters.
- Develop program systems, tools, referral pathways and reporting processes that support quality, compliance and measurable outcomes.
- Use student engagement data and referral information to identify high-risk students, trends, service gaps and early intervention priorities.
- Coordinate student-centred support planning, progress monitoring and referral to appropriate internal and external services.
- Work with teaching areas, support teams and external partners to coordinate practical retention strategies and reduce duplication.
- Provide advice on program risks, service gaps, resourcing impacts, outcomes and improvement opportunities.
- Model inclusive, culturally safe, trauma-informed and student-centred practice.

Key Selection Criteria (Key to Success)

The successful candidate will demonstrate the best combination of the following characteristics:

- Experience leading or coordinating a student support, engagement, education, community services or related service response at an operational level.
- Experience supervising or coordinating others, including prioritising work, coaching practice and supporting consistent service delivery.
- Strong judgement and risk assessment skills, including the ability to manage competing priorities and escalate complex or sensitive matters.
- Ability to improve systems, tools, reporting and referral pathways that support quality, compliance and measurable outcomes.
- Analytical capability to interpret student, service and outcome data and translate insights into decisions, reporting and improvement.
- Strong stakeholder engagement skills, including the ability to influence, negotiate and coordinate cross-functional responses.
- Sound understanding of vocational education, early engagement risk and the personal, financial, wellbeing, family and transition-related factors that influence student retention and completion.

Your Organisation

- Exercise sound judgement within role scope and delegation, seeking direction from the Manager on strategic, complex, sensitive or high-risk matters.
- Contribute to SWTAFE priorities by modelling organisational values, supporting inclusive practice and fostering a healthy, safe, respectful and accountable work environment.
- Actively participate in SWTAFE's Achievement Development Program and contribute to a culture of continuous improvement and professional accountability.

Qualifications and Requirements

Mandatory requirements

- Relevant qualifications in student support, careers, education, case management, social sciences or a related field, together with substantial relevant experience; or an equivalent combination of relevant experience, education.
- Employee Victorian Working with Children Check
- Satisfactory National Police Records Check
- Current Victorian Driver Licence

Highly desirable requirements

- Certificate IV - Training and Assessment or similar teaching qualification
- Previous experience working in an educational or training environment
- Experience leading or coordinating a small team, project or service response in a student support, education, community services or related environment.

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with Victorian TAFE PACCT Staff Agreement 2025
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Jan Mackenzie	August 2026
Approved by	Department Executive Manager	Susan Pettigrew	August 2026
P&C review	People & Culture	Jenny Hearn	Sept 2026
Agreed by	Incumbent		