

Position Title	First Nations Student Support Officer
Portfolio	Student Experience
Division	First Nations
Department/Cost Centre	First Nations Support – 05090
Classification	Specialist Staff Level 4
Position Number/s	103004
Reporting to	First Nations Coordinator
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider.

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 is an integral part of SWTAFE’s commitment to providing exceptional support and resources for its students. The portfolio encompasses front-facing support departments including Student Administration, Disability Support, Literacy & Numeracy Support, First Nations Support, Wellbeing Support, the Skills & Jobs Centre, The Reconnect Program, and oversees three regional SWTAFE campuses. These departments collaborate to provide a holistic and inclusive student experience and aim to foster a supportive learning environment that empowers students to achieve their academic and career goals.

These departments provide specialised assistance, advocacy, and resources to ensure that every student has equal access to education and opportunities for success.

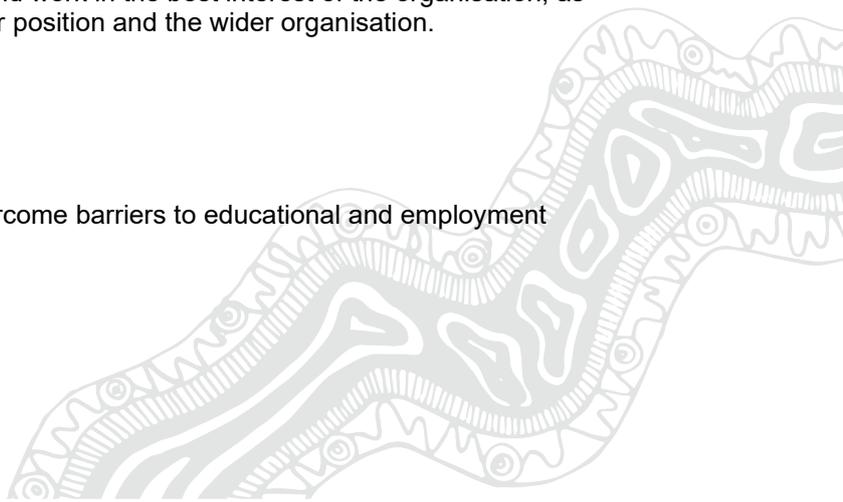
What you will be required to do

All South West TAFE staff are required to act and work in the best interest of the organisation, as every staff member has tasks to uphold for their position and the wider organisation.

These tasks include but are not limited to:

Your Position

- Supporting Indigenous students to overcome barriers to educational and employment success.



- Helping assess student needs, developing culturally appropriate support strategies, and providing referrals to relevant services.
- Provide accurate notes on student progress and engagement in a student data base
- Work alongside teaching staff to promote understanding of First Nations issues and provide culturally sensitive advice.
- Work alongside the First Nations Coordinator on broader initiatives and be involved in student activities and excursions.
- Help with supporting student enrolment and engagement, liaising with SWTAFE staff, providing case management, and acting as a first point of contact for critical incidents.

Your Organisation

- Comply with internal policies and procedures including the Code of Conduct.
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment.
- Commit to access and equity principles in carrying out work functions.

Skills needed (Applicants to address the following)

Successful team members will demonstrate the following skills:

- Have a great understanding and connection to your community and /or your mob.
- Demonstrate knowledge and understanding of Indigenous communities and culture including knowledge of their needs and aspirations in relation to education.
- Confidence in supporting students with literacy and numeracy in classroom settings and one-on-one.
- Competent computer skills, including Microsoft Office, databases and online platforms.
- Strong communication and interpersonal skills, especially with First Nations students.

Qualifications and Requirements

Mandatory requirements

- This is a designated role under the Special Measures Provision as per the Equal Opportunity Act 2010. Only Aboriginal and / or Torres Strait Islander Australians are eligible to apply.
- Minimum year 10 with relevant skills and work experience in reading, writing and comprehension.
- Experience and broad knowledge of the various aspects of working with Aboriginal Communities
- A current Driver's License
- Employee Victorian Working with Children Check
- The preferred applicant for this job will be asked to consent in writing to a police check. People with criminal records are not automatically barred from applying for this job. Each application will be considered on its merits.

Highly desirable requirements

- Knowledge of the Victorian TAFE system and the national Vocational Education and Training sector

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 South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- 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	Kiara Gunton-Saunders	18/02/2026
Approved by	Department Executive Manager	Susan Pettigrew	18/02/2026
P&C review	People & Culture	Jenny Hearn	02/03/2026
Agreed by	Incumbent		

