

Position Title	Student Wellbeing Support Officer
Portfolio	Student Experience
Division	Student Engagement & Support
Department/Cost Centre	Student Wellbeing - 05120
Classification	PACCT Level 4
Position Number/s	103120, 103121,102631,102696
Reporting to	Manager – Student Engagement and Support Regional Manager - Hamilton and Grampians Regional Manager - Portland and Glenelg Regional Manager - Colac Otway
Supervises	Nil

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 Gunditjmarra, 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 Engagement & Support Division provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the Skills and Jobs Centre and all of the support services available within South West Central, SWTAFE’s central student support centre, and at other campuses.

The Skills & Jobs Centre & South West Central both front facing service delivery points, for students, trainees and community clients, seeking information, advice and access to a range of services and student supports. Both service points are an interface with the public and have a role elevating the reputation of SWTAFE as the front face, and oftentimes first impression, of SWTAFE.

The Student Engagement & Support Division consolidates the delivery of services to ensure a shared vision and overarching high levels of support across all front facing services within a cohesive structure, ensuring co-ordination across functions, processes and spaces.

Position Overview (Your Opportunity)

The Student Wellbeing Support Officer works to mitigate factors that affect the personal, social, educational and employment achievements of students enrolled at the Institute. The role involves assessment of individual student needs and risks and the development and implementation of strategies to address these needs, including referral to external agencies where appropriate.

The position is focused on retaining students in appropriate courses by supporting them to complete their studies, to identify and assist in dismantling barriers to attendance or learning and working with appropriate staff to identify further education and training pathways leading to employment options.

The Student Wellbeing Support Officer also provides support and assistance to teachers to identify strategies to help in classroom situations and provides information to teachers in the management of individual student issues.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest 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

- Proactively support students to engage in classroom activities, assisting them to identify issues impeding academic progress and supporting the development of strategies for managing these issues
- In partnership with the Chaplain and Wellbeing teams across all campuses, including Senior Secondary Wellbeing staff, design and deliver innovative, student-centred social events and activities that strengthen engagement and participation in campus life.
- Work closely with the Diversity, Equity & Inclusion unit within People & Culture to plan and execute days of acknowledgement in alignment with the SWTAFE Gender Equity Action Plan (GEAP) and the Respect & Equality in TAFE (RET) Framework, embedding respectful, inclusive practices across campuses
- Liaise and work with teaching and other support staff to ensure an understanding of issues and challenges relating to youth and equity groups, encouraging student participation, engagement and learning outcomes.
- Work with, and provide case management support to students in need, utilising a range of solution focussed, strength-based approaches and support techniques.
- Act as the first point of contact for critical incident intervention, and work with involved parties to develop strategies to enable ongoing management of these situations and ensure appropriate incident report documentation is completed.
- Implement procedures for referrals to external support agencies and, where appropriate, provide referrals to such agencies, maintaining necessary documentation, records and statistics in order to comply with statutory requirements
- Develop and maintain professional relationships with external community, government and support agencies and identify appropriate resources which are available to students
- Engage in student activities and excursions when needed to develop a positive rapport with students
- Provide tailored case plans and provide pathways advice which meets student needs, providing appropriate managerial reports as required/requested on cases and or diversity groups
- Act as an advocate ensuring students are appropriately represented both internally and externally
- Assist with the development, review and implementation of policies and procedures

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- 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
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Experience in youth and adult welfare, behavioral intervention and incident management preferably in an educational or youth focused environment, including a proven background in the provision of wellbeing support services.
- An understanding of issues relevant to the youth cohort and the ability to provide guidance and advice on how to manage these.
- Demonstrated analytical and problem-solving skills to successfully work through complex situations using solution focused and strength-based counselling approaches and techniques.
- Demonstrated excellence in customer service including the ability to relate well to people at all levels in order to obtain relevant and necessary information and successfully effect change.
- Competence in the use of the Windows operating environment, including a sound operational knowledge of the MS Office products, Internet based applications and database management software. The ability to research the Internet and use of social media forums is required
- Proven communication and interpersonal skills including the ability to build strong client relationships in a professional manner and interact effectively with a diverse range of people.
- Knowledge of National Privacy Laws, equal opportunity legislation, legal intervention and government social policy and demonstrate an understanding of how these can impact on the youth cohort.
- Demonstrated ability to work as part of a team and to work effectively with staff across all aspects of the Institute's operations.

Qualifications and Requirements

Mandatory requirements

- A relevant degree or diploma with current and relevant experience
- Employee Victorian Working with Children Check
- Satisfactory National Police Records Check

Highly desirable requirements

- Certificate IV - Training and Assessment or similar teaching qualification
- Previous experience in an educational or training 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	11/3/2026
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		