

<b>Position Title</b>	Team Leader - Careers Practitioner
<b>Portfolio</b>	Student Experience
<b>Division</b>	Student Engagement and Support
<b>Department/Cost Centre</b>	Skills and Jobs Centre - 03320
<b>Classification</b>	Specialist Staff 7
<b>Position Number/s</b>	102634
<b>Reporting to</b>	Manager – Student Engagement and Support
<b>Supervises</b>	Skills and Jobs Centre team

### Who is South West TAFE?

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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 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

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The Skills & Jobs Centre is a front facing service delivery point, for students, trainees and community clients, seeking information, advice and access to a range of education and career services and student supports. Guided by the Victorian Skill Authority this service connects with the public and plays a role in elevating the reputation of vocational pathways and training.

As part of the Student Engagement & Support Division the SJC provides a broad range of supports to SWTAFE students, the community, trainees and apprentices. The Division incorporates the SJC and all of the support services available within Student Central, SWTAFE's central student support centre, and at other campuses.

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)

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As the first level of day-to-day support for the Skills and Job Centre team, the Team Leader - Careers Practitioner fulfils an important support and advisory role. They provide guidance and support to the team to ensure high quality customer service is provided by the division at all times. The position coordinates the Skills and Jobs Centre operation to ensure service coverage, supports SW TAFE events and internal career pathway counselling requirements.

The Team Leader - Careers Practitioner is the leading authority in providing independent advice to assist job seekers with, understanding study options, personal career planning, gaining credit for existing skills, learning about jobs in demand, finding a job while accessing other support services.

In addition to providing core assessment and advisory services, the Team Leader - Careers Practitioner will develop key partnerships with other providers to enhance service provision and connectivity into the workplace.

The Team Leader - Careers Practitioner will operate out of Warrnambool as well as provide services in Portland, Hamilton and Colac.

### Key Accountabilities

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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***

- Manage daily operations of the Skills and Jobs Centre (SJC) team, including staff supervision, rosters, leave, work priorities, and Achievement Development Programs.
- Lead and promote a positive team culture focused on best practice and continuous improvement. Identify training needs and liaise with the Manager – Student Engagement and Support for staff development.
- Provide tailored career support services aligned with Victorian Skills Authority Workplan, focusing on key cohorts.
- Deliver excellent customer service to clients, industry, and businesses engaging with the Centre.
- Offer specialist advice in line with contractual requirements and South West TAFE strategic goals.
- Liaise with internal stakeholders (support and teaching staff, Student Administration) and external partners (State, Commonwealth, local) to influence decisions and enhance services.
- Provide career advice and development services according to National Standards and CEAV Code of Ethics; record activities in CRM.
- Collaborate with the Course Advisor Officer to ensure client-focused services and adopt a case management approach for students requiring career support.
- Develop and deliver workshops on job readiness and job search for students, job seekers, and staff professional development.
- Assist clients with online job profiling and pre-course testing where applicable.
- Promote awareness of SJC services to all stakeholders and respond to general career and employment enquiries.
- Lead development and delivery of targeted career education, job readiness programs, and build networks/resources for diverse cohorts.
- Support and coordinate internal and external career and course-related events across the region including expos and information sessions.
- Perform additional duties as directed by the SJC Manager within the scope of the role.

#### ***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
- Actively participate in the Organisation's Achievement Development Program (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)

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

- Demonstrated experience and knowledge in leading team members to achieve outcomes and goals.
- Able to be adaptable and flexible in the styles of career development theories, advice and support practices, networking and building relationships.
- Demonstrated strong interpersonal skills, which includes the ability to communicate effectively with a range of people including teachers, students and other stakeholders in a variety of situations.
- A demonstrated commitment to monitor, collect and record accurate data and complete required tasks set within timeframes.
- The ability to seek information necessary to solve problems as they arise.
- Flexibility in a changing environment whilst maintaining professional practice.
- A team player who achieves goals whilst utilising an organised and methodical approach to work.
- Demonstrated ability to communicate both verbally and orally to a very high professional level whilst being able to adapt style to suit the audience.
- Ability to coordinate a public facing Centre, including managing daily operations, staff supervision, rostering and ensuring efficient service delivery.
- An understanding of Equal Opportunity principles and their application to the South West TAFE staff, students and community.

### Qualifications and Requirements

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#### *Mandatory requirements*

- A Diploma or higher level qualification in Career Development or extensive experience in dealing with clients with career needs (preferably in an educational setting).
- Certificate IV in Career Development or willing to obtain the qualification.
- Experience in performing and interpreting career profiling tools
- A current Drivers Licence.
- Employee Victorian Working with Children and satisfactory Police Check

#### *Highly desirable requirements*

- Extensive experience in dealing with clients with career needs (preferably in an educational setting).
- Experience in Vocational Education & Training (VET) Industry

### Additional Information

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- 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

## Position Description

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	Authority level	Name	Date
<b>Prepared by</b>	Recruiting/Hiring Manager	Jan Mackenzie	
<b>Approved by</b>	Department Executive Manager	Susan Pettigrew	
<b>P&amp;C review</b>	People and Culture	Jenny Hearn	25/11/2025
<b>Agreed by</b>	Incumbent		