



Position Information Document

Education Support Officer

Student Services Manager

Position Details

Role Title:	Student Services Manager
Directly Responsible to:	Deputy Principal: People, Culture and Operations for overall operations and ultimately responsible to the Principal
Classification Level:	Grade 4, Subclassification: Administration Refer to <i>SA Catholic Schools Enterprise Agreement 2020, Appendix E: Classification – Education Support Officers</i>
Weeks per year:	41 weeks
Hours Worked per week:	37.5
Tenure:	Permanent
Conditions of Employment:	All employment conditions are governed by the SA Catholic Schools Enterprise Agreement 2020 as amended or replaced ("Enterprise Agreement")

Role Context

The Student Services Manager is responsible for managing, providing leadership and working within the Student Services function of the College. This includes working closely with the Deputy Principal: People, Culture and Operations (DP:PCO).

This position is responsible for the day-to-day activities and management of the Student Services staff. The Student Services Manager implements guidelines and assists with any issues their staff may have. They will also ensure that their staff understand the student service objectives and work together to achieve them.

Student Services is a hub that provides general services to Cabra students including enquiries, providing access to the College health centre, excursion medical kits and general day-to-day operations. All absentees and sign in/out are performed as well as other duties as directed by the DP:PCO.

The Student Services Manager has strong acumen for the use of the College software; SEQTA, Edval and Edval Daily, supporting the College's daily logistics to ensure smooth operation.

Role-Related Responsibilities

Lead, manage and support best practice within the following College services:

- Student Services
- Office administration
- Student attendance
- Health Centre
- College excursions
- Student Medication

Leadership of Student Services Staff

- Provide leadership, support and mentoring to staff.
- Undertake inductions, annual appraisals and Position Information Description reviews.
- Lead staff in continuous improvement in student/parent/customer service.
- Manage staff engagement.
- Lead staff in understanding and applying all relevant College policies and procedures.
- Manage staff professional learning requirements.

Customer Service

- Work with staff to identify areas for improvement and apply recommendations.
- Create and foster positive relationships across all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction as a priority.
- Oversee the management of customer enquires in line with College policies and procedures.

Health Centre

- Manage Health Centre documentation.
- Provide necessary documents to families for completion by medical specialists.
- Manage staff training in relation to specific student medical conditions eg: Diabetes, Asthma, Anaphylaxis, Epilepsy etc.
- Oversee first aid kit and student medication requirements for excursions, camps and other events.
- Manage Health Centre resource requirements.
- Manage First Aid kit supply, including ensuring all kit types are equipped with correct and in-date kit supplies.
- Lead student health planning meetings with students, parents, caregivers, teachers and other stakeholders as required.
- Support health planning and preparedness for camps and overnight stays, including reviewing student health information, developing a camp plan for students with additional health needs, briefing staff on their roles and contacting other health professionals as required.

Medication Management

- Manage and oversee the administration of College first aid and student medication.
- Oversee the management of the Student Medication Register following Department of Education guidelines.
- Communicate with parents and caregivers in relation to stored medications.
- Check medications provided by parents and caregivers to ensure they are appropriate (in date and prescribed to the correct student).

- Follow up anomalies identified in supplied medication, including consultation with families.
- Ensure appropriate documentation is current for all medication stored on site, including regularly medication and medication required to be administered in an emergency situation.

Student and Office Administration

- Work with staff to assist students with their queries and direct them as appropriate.
- Oversee the lost property process.
- Manage daily staffing schedules, including providing back up support to College reception.
- Responsible for the student attendance system.
- Supervise the student sign in/out procedure.
- Work with College Administration to oversee the student excursion system and processes.
- Work with DP:PCO and Daily Organiser to facilitate the school-based immunisation programs.
- Manage and coordinate the administration of Student ID cards.
- Support College Administration with excursion management through Consent to Go.
- Oversee Student Services cash and eftpos transactions and daily reports to Finance.

Other Tasks

- Promote a safe working environment for all staff, students and volunteers.
- Report any unsafe work practices to the WHS & Risk Coordinator or committee.
- Any other duties as directed by the Principal.

Person Specification

- Proven experience in successfully leading and managing teams and operations.
- High degree of integrity and confidentiality and a capacity to act with sensitivity and discretion.
- A broad range of administrative/health experience is essential, ideally within an education setting or agency working with children, adolescents and families.
- A strong solution focus with analytical and strategic thinking skills.
- Highly developed interpersonal skills, which foster effective communication, teamwork, leadership and cooperation across a wide cross section of stakeholders.
- Proven high level written and verbal communication skills, including the ability to prepare reports to inform decision makers.
- Accuracy and attention to detail in all aspects of the role, as well as highly developed IT skills and administrative systems and procedures.
- Proven ability to work autonomously with minimal direction, to set and meet deadlines, determine priorities and organise work to meet goals.
- Ability to initiate and analyse problems, and develop plans, policies and procedures to address identified issues.
- Experience in leading and managing processes from inception to completion resulting in a successful outcome.
- Demonstrate a commitment to uphold, support and contribute to the values, vision and mission of Cabra Dominican College.
- Seek to deepen their understanding of the Dominican charism.

Work, Health and Safety (WHS)

This role is deemed to be a Worker under the Work Health and Safety Act 2012 (SA). As a Worker, while at work, you, as the employee who is the subject of this Position Information Document must:

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply, insofar as you are reasonably able to, with any reasonable instructions given by the employer.
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- Reference: Work Health and Safety Act 2012 (SA) ss 27 and 28.

Additional Qualification, Documentation, WHS and Compliance Requirements

All employees must ensure that they are fully compliant and will take personal responsibility to maintain and complete their:

- Screening clearance and a police clearance to work in Catholic Education SA in accordance with current guidelines (i.e., DHS Working with Children Check).
- Approved Responding to Risks of Harm Abuse and Neglect – Education and Care (RRHAN-EC).
- HLTAID012 Provide an emergency first aid response in an education and care setting.
- Learning Manager modules, as issued by the Catholic Education Office, as required.

In addition, all employees are expected to:

- Provide copies of awarded qualifications to the Human Resources Manager, if applicable.
- Complete WHS education and training modules as required.
- Be familiar with and understand Cabra's WHS policies.
- Report all hazards, incidents, accidents when witnessed, in accordance with Cabra's WHS policies and procedures.
- Use correctly any equipment provided for health or safety purposes.
- Cabra Staff do not need to be vaccinated against COVID-19 as a condition of employment, with the exception of Cabra Staff working in High-Risk Settings (St Mary's Unit). Cabra Staff are however strongly encouraged to have and maintain an Up-To-Date Vaccination Status in accordance with the ATAGI statement. The vaccination requirement for Cabra Staff working in High-Risk Settings (St Mary's Unit) is a condition of employment or engagement unless an exemption is approved in accordance with the CESA COVID-19 Vaccination Policy.

Conditions of Employment

- The salary and entitlements are consistent with those outlined in the Enterprise Agreement.
- The employee must undertake performance review on an annual basis in accordance with the terms and conditions of the Enterprise Agreement.
- The "Weeks per year" and "Hours per week" identified in Position Details (above) may be varied by written agreement. To the extent of any inconsistency between this PID and subsequent correspondence from Cabra which purports to vary these hours or weeks, the latter shall prevail, provided that such variation is in keeping with the terms and conditions of the Enterprise Agreement.

Acknowledgement

I have read and understood the requirements of this position. I acknowledge that this Position Information Document has been designed to indicate the general nature and level of work and is not a comprehensive listing of all responsibilities, tasks, and outcomes.

Signed by:

Dr Helen Riekie
Principal

Employee Name

Date

Date