

**Position Title:** Success and Wellbeing Coach  
**Award:** LMAI ESOG2  
**Reports to:** Program Manager  
**Portfolio / Department:** Education and Training  
**Authorised by:** Head of Education and Learning

Date Reviewed: 21/10/2024

## JOB FOCUS

Provide a range of effective and individualised wrap-around support and referral services to students with complex needs, to ensure they achieve a successful vocational education training (VET) outcome and transition to further study or employment.

## KEY RESPONSIBILITIES

### KRA 1 – Service Delivery

- Provide a range of effective Success and Wellbeing Services (SWS) to VET students within the guidelines of the SWS Deed and Operational Guidelines, developing a relationship of trust to enable retention in study and successful course completion.
- Support the Upfront Assessment of Need (UAN) process and provide support for embedding the role of SWS within SYC.
- Provide fee for service coaching services to contracted RTOs:
  - Provide a single consistent contact point for the individual student.
  - Assess the student’s living, learning and transition needs.
  - Provide individualised practical and emotional support to students in a proactive manner within the SWS guidelines.
  - Liaise with trainers and other key stakeholders to address any conflict or behavioural issues etc. during training.
  - Work collaboratively with referring RTOs to ensure effective achievement of outcomes as per the SWS support plan.
  - Develop and maintain networks and effective referral relationships with external agencies and key stakeholders to support students to stay in and successfully complete their studies.
- Maintain accurate records of support hours delivered and report data as required.
- Ensure the timely and accurate completion of participant consent forms and Support Plans.
- Attend working group meetings convened by the department as required.

### KRA 2 – Corporate Accountabilities

- Always operate, comply, and behave in a professional and conscientious manner, consistent with both the letter and the intent of the Code of Conduct and in accordance with SYC’s Mission, Vision, and Values.
- Work to achieve all agreed Key Performance Indicators (KPIs).
- Actively participate in the SYC Employee Development Program (EDP) and undertake training as directed.
- Adhere to and comply with all SYC policies and procedures, quality and compliance systems, and all relevant contracts, agreements, standards, legislation, and regulations as amended from time to time.
- Demonstrate a strong commitment to cybersecurity by adhering to all relevant policies and procedures, undertaking cybersecurity training, being vigilant to cybersecurity risks, and to the protection of SYC’s sensitive information and data assets.
- Uphold SYC’s commitment to inclusion and valuing diversity by fostering an environment free from discrimination and harassment, that promotes, encourages and is respectful of workplace diversity and gender equality.
- With consideration to your skills, knowledge, training, and experience, undertake other duties that may reasonably be expected of you from time to time, relevant to your role and/or development aspirations.

### KRA 3 – Work Health and Safety

- Take reasonable care and act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all SYC Health, Safety, Environmental and injury management policies and procedures, and all legislative requirements.
- Report all hazards, incidents, injuries, unsafe acts, or conditions in line with SYC procedures and comply with any reasonable instruction.

- Correctly use any personal protective equipment and safety devices provided and do not intentionally or recklessly misuse or interfere with anything provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

## ROLE FIT

### ➤ QUALIFICATIONS / REQUIREMENTS / SPECIAL CONDITIONS

#### Essential

- Must be willing to complete relevant employment screening and to maintain requisite clearances or checks as required.
- Willing to undertake Mental Health First Aid and Disability Awareness training.
- Possession of a current valid Driver's Licence and willingness to drive.  
Where a motor vehicle allowance is paid for the use of the employee's personal vehicle for work purposes, the employee's vehicle must meet the minimum requirements outlined in the Motor Vehicle Policy and Procedure to be used for SYC business purposes.

## KEY SELECTION CRITERIA

### ➤ EXPERIENCE, SKILLS, AND ATTRIBUTES

#### Essential

- Demonstrated experience in meeting the needs of people at risk, people with disabilities and from diverse cultural backgrounds.
- Experience building trusting relationships with and leading individuals towards identifying and achieving goals.
- Engagement skills and the ability to influence and motivate students using a coaching and advisory approach to achieve quality client outcomes.
- Time management and organisation skills, able to plan, prioritise and achieve outcomes with minimal supervision and/or direction and to successfully meet deadlines and KPIs.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions.
- Communication skills, both written and verbal, including the ability to write timely case notes and reports.
- Ability to impart knowledge and give meaning to complex information and ideas in a clear, concise, and engaging manner.
- Able to build and maintain positive working relationships with key internal and external stakeholders.
- Ability to work effectively in a collaborative team environment with a willingness to share information / knowledge.
- Able to demonstrate knowledge and understanding of:
  - Vocational Education and Training sector.
  - Employment service agencies and how to navigate them.
  - Community, social welfare, legal and health services and how to navigate them.
  - Complex life issues which can lead to barriers to training, including learning difficulties, mental health issues, family dysfunction, violence, and homelessness etc.
- High level of honesty, integrity, and confidentiality.
- Computer literacy including the use of Office365.

#### Desirable

- Previous experience in the Vocational Education and Training Sector.
- Previous experience in a case management, referral or support service role is highly desirable.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.



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Signature below signifies the employee has read, understood, and accepted that this document is representative of the duties to be performed.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

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