

POSITION DESCRIPTION



POSITION TITLE:	Skills & Jobs Centre – Career Counsellor
DIVISION / DEPARTMENT:	Student Recruitment and Services / Skills and Jobs Centre
CLASSIFICATION LEVEL:	TAFE PACCT Level 6
MODE OF EMPLOYMENT:	Full-Time Fixed Term
*LOCATION:	555 La Trobe Street, Melbourne
Date:	October 2024

*Note that the incumbent may be required to operate from any work sites of the Institute

GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute Skills and Jobs Centre is part of a state-wide Victorian Government program to assist potential students, job seekers and employers. The Skills and Jobs centre sits within William Angliss Institute, the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and internationally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The Skills and Job Centre plays a key role triaging people into learning pathways, delivering qualified career counselling and providing information on local job opportunities.

The Skills and Job Centre enables learners and workers to make informed skilling and career choices. The Centre provides people with accurate advice about local occupations in demand, both now and in the future, that best align with their individual skills and interest.

The Skills and Job Centre empowers and connects clients with post-secondary education, training and employment pathways by providing free, independent, high-quality education, training and employment information, advice, referrals and services.

SKILLS AND JOBS CENTRE OVERVIEW

The Skills and Jobs Centre also engages with a broad range of local industries and community groups to tailor services to the needs of our clients. The Centre provides training and employment opportunities for members of the community and this involves:

- Career and job-seeking counselling and advice.
- Assistance in using existing skills to align to a new job or career, or to undertake new training opportunities.
- Provide information on employment trends, with a particular focus on areas with a shortage of skills and employment opportunities.
- Assistance with career and training plans including identifying training qualifications that could be undertaken to make a successful career transition.

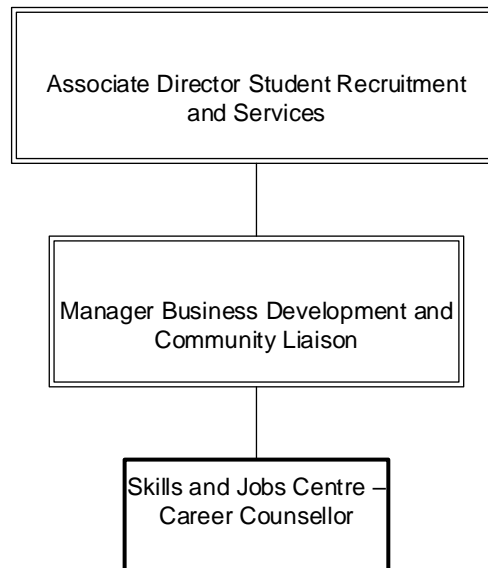
PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

The primary purpose and objectives of the Skills and Jobs Centre - Career Counsellor includes:

- Provide coordinated, individual, career counselling and support services to Skills and Jobs Centre Clients.
- Deliver career advisory and counselling service for William Angliss Institute Skills and Jobs Centre.
- Maintain current relationships, leverage networks and establish new relationships that support the success of the Careers Advisory services within the Skills and Jobs Centre.
- Ensure Government, Institute and Skills and Job Centre network reporting requirements are met.

REPORTING RELATIONSHIPS

The Skills and Jobs Centre – Career Counsellor reports directly to the Manager, Business Development and Community Liaison who reports to the Associate Director, Student Recruitment and Services.



KEY DUTIES

- Provide specialist interpretation advice, information and decisions based on established operational practices and procedures on training, career development, employment opportunities to prospective students, employers, industry, apprentices, trainees, and unemployed or retrenched workers across the TAFE sector.
- Develop and deliver a career advisory and counselling service for potential and current clients to ensure the appropriate selection of courses of study that promote successful outcomes for the client.
- Provide coordinated, individual, intensive careers counselling and support services to prospective and current students, employers, apprentices, trainees, unemployed or transitional workers.
- Actively engage with individuals, groups, and internal and external stakeholders and collaborate with network members to ensure government requirements for the Skills and Jobs Centre are monitored and implemented.

- Guide a small team to develop, plan, organise, coordinate and deliver innovative careers events, workshops and programs to support project outcomes for the William Angliss Institute Skills and Jobs Centre.
- Leverage networks and actively maintain relationships to support the success of the Careers Advisory and Counselling services within the Skills and Jobs Centre such as Institute stakeholders, industry bodies, government, and other TAFE providers.
- Actively source and build effective networks with external agencies or employers and where appropriate negotiate referrals for career opportunities.
- Collaborate with Institute departments and external education providers as required to establish and provide coordinated and proactive approaches and to improve processes to support and service clients.
- Participate and contribute to operational strategies for the Skills and Jobs Centre services.
- Develop and implement policies, procedures and practices related to the provision of career services to students and clients.
- Develop and present information on employability skills for students, clients, or community groups on relevant career topics. These might be face-to-face presentations, webinars, workshops, trade shows, or information nights.
- Contribute to marketing and communications across a range of channels to actively promote and advocate the careers advisory services and events.
- Provide training and development for the Skills and Jobs Centre team to ensure a consistent and effective approach to client support.
- Maintain specialist knowledge regarding employment and further education opportunities.
- Provide quarterly reports of career advisory activities, analyse and identify trends and recommend process improvements and operational actions where required.

Other Responsibilities:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance objectives will be negotiated as part of the Institute's regular performance review process.
- The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity, Access and Equity Policy and all other relevant legislation, policy, procedures or practices.
- Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

In accordance with the William Angliss Institute of TAFE PACCT Staff Enterprise Agreement 2023 (PACCT EBA), the following descriptions apply for PACCT LEVEL 6 positions:

EDUCATION, TRAINING AND EXPERIENCE

Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.

A relevant Degree or relevant postgraduate qualification and experience; or a lesser formal qualification with substantial experience or an equivalent combination of relevant experience and/or education/training.

TASK LEVEL

Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level

May involve the supervision of others to achieve specified objectives.

Independently relate existing policy to work assignments or rethink the way a specific body of knowledge is applied in order to solve problems.

Provide sound advice in the area of specialist expertise within a specialised discipline.

JUDGEMENT AND PROBLEM SOLVING

Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.

Decisions and actions taken will impact upon programs and projects being managed.

SUPERVISION AND INDEPENDENCE

Supervision and Independence means both the way in which positions are supervised, managed or held accountable and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.

The position operates with broad direction and work will be performed at a professional or supervisory level with clearly established objectives, strategies and methodologies.

Decisions and actions taken will impact upon programs and projects being managed.

Contribute to the development of long term operational strategies.

ORGANISATIONAL RELATIONSHIP AND IMPACT

Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.

Understand the immediate goals of the employer and the legal context in which the employer operates.

Detailed knowledge of policies and the impact they have upon the activities of the organisation.

May be required to negotiate with other work areas to achieve objectives that may impact upon other areas of the employer's operations.

INTERPERSONAL SKILLS

Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.

Ability to gain cooperation and assistance from others, including those supervised, clients and members of the public, to achieve identified objectives.

Provide information and advice to members of the public on a course of action appropriate to their needs and assistance with organisational policies and guidelines.

Liaise, on an individual and team basis, with employees at all levels of the employer and with counterparts in other organisations to discuss alternative strategies and with other employees to resolve intra-organisational problems. In the field of expertise influence decisions both within and external to the work area.

Required to write reports in the field of expertise and prepare correspondence.

Note: PACCT Staff at this level must also be competent in meeting criteria detailed for the previous level as per Schedule 2 of the PACCT EBA.

KEY SELECTION CRITERIA

Essential Criteria:

1. A Graduate Certificate (or higher) in Career Education and Development and significant relevant experience; OR a Certificate IV qualification in Career Education and Development and significant relevant experience AND a willingness to obtain additional qualifications.
2. Client/Case management expertise- particularly with individuals from a diverse range of backgrounds - skilled at addressing individuals' career aspirations and needs.
3. Proven ability to demonstrate initiative and develop, promote and deliver careers advisory activities and services that are appropriate and engaging.
4. Excellent interpersonal and communication skills, with the ability to build strategic relationships for beneficial outcomes.
5. Experience and demonstrated proficiency in data capture and preparing reports.
6. Demonstrated behaviours that align with the William Angliss Institute Values.

Desirable Criteria:

- Knowledge of the VET sector and pathways to Higher Education would be highly regarded.
- Demonstrated experience in a similar role.

SPECIAL CONDITIONS

- A Victorian driver's licence is desirable.
- Occasional work outside normal hours may be required
- Provision and or willingness to obtain a Working with Children Check (employee) will be required prior to commencement. You will also be required to renew prior to expiry date of current check whilst employed by the Institute.
- Provision and or willingness to obtain a Police Check will be required prior to commencement and renewal every five years thereafter.

WILLIAM ANGLISS INSTITUTE STRATEGY 2021 - 2023

Statement of Vision: To be the first choice educational provider for foods, tourism, hospitality and events in Australia and internationally across locations in which we operate.

Statement of Mission: To deliver the highest quality specialist skills and educational programs to inspire and empower our students whilst adding value to our industry across all sectors and engaging with our diverse communities.

Business Strategy: To be the first choice provider for foods, tourism, hospitality and events education training and industry services.

To use differentiation, based on William Angliss Institute's specialist expertise, broad range of programs (vocational and higher education) and quality of facilities, our connection to the industry community and our corporate experience.

To grow in a manageable and profitable manner working to achieve the owner's target for financial sustainability.

STRATEGIC THEMES

William Angliss Institute has established a 10 year vision of its strategic priorities. In looking to 2030 the six strategic priorities are:

- Innovation and the Learning Experience
- Future Focused Knowledge and Skills
- Optimising International Opportunities
- Skills and Industry Partnerships
- Capability and Capacity
- Leading Facilities and Infrastructure

The 2021 - 2023 Strategic Plan sits within the 10 year planning horizon.

William Angliss Institute's Strategic Plan 2021 - 2023 seeks to support:

1. Education excellence
2. Enhancing Student Experiences
3. Partnerships
4. International Development
5. Innovation
6. Sustainability

INSTITUTE VALUES

Personal Responsibility:	accountable, responsive, with integrity, respect and impartiality and acknowledging human rights
Inspiration:	passionate, stimulating and optimistic
Empowerment:	nurturing, encouragement and challenging
Community:	sharing, partnership and connections
Expertise:	leadership, innovation and industry practice