

Role Description

Aboriginal Education and Engagement Coordinator

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10001-01
Classification/Grade/Band	Senior Education Officer
Senior executive work level standards	Not Applicable
ANZSCO Code	249111
PCAT Code	1339192
Date of Approval	February 2021
Agency Website	www.tafensw.edu.au

Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

Primary purpose of the role

This position is an identified Aboriginal and Torres Strait Islander position, which collaborates with a diverse range of stakeholders, provides advice and support to ensure local TAFE NSW initiatives, programs, products and services meet the needs of Aboriginal communities and students.

Key accountabilities

1. Engage with key stakeholders, and leverage experience in program design and delivery, in the development of culturally appropriate Aboriginal designated courses and subjects to ensure genuine and authentic Aboriginal content, facilitating specified Aboriginal learning facilities and ensuring cultural integrity.
2. Contribute to the implementation of the Reconciliation Implementation Plan in consultation with key internal and external stakeholders and regularly report on progress against the plan.
3. Establish, maintain and build relationships with internal and external regional businesses and Aboriginal Community Reference Groups, networks, communities and learning partners to engage and involve in local development, delivery and promotion of TAFE NSW skills programs and campus services.
4. Collaborate to develop and implement innovative programs to improve engagement and participation of Aboriginal people in learning programs such as creating pathways linking training to employment and careers through connecting with local businesses.
5. Identify issues or barriers to access, participation or achievement of objectives in relation to Aboriginal communities and work collaboratively to develop and implement local solutions and provide local support on site for initiatives that enhance and develop staff cultural competence and awareness of contemporary strategies to continually improve Aboriginal student engagement, participation, learning experience and outcomes.
6. Collect and provide data and information required for local management systems and organisational reporting and evaluate the value and success of strategies against performance indicators.
7. By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop and review meaningful performance management and development plans.

Key challenges

- Managing the expectations of a diverse range of stakeholders with conflicting priorities and expectations.
- Achieving objectives reliant on collaboration and delivery through others.
- Keep abreast of ongoing changes to policy, procedure and processes.

Key relationships

Internal

Who	Why
Line Manager	<ul style="list-style-type: none">• Receive cultural leadership, and organisational direction, advice and support.• Proactively alert where delivery timeframes may be in jeopardy.• Implement agreed mitigation strategies to ensure on time delivery of activities.• Work collaboratively to ensure that products, programs and services meet the needs of Aboriginal communities and students
Direct reports, if applicable	<ul style="list-style-type: none">• Provide leadership, direction and advice.

Regional Leadership Team / Reconciliation Implementation Coordination Committee	<ul style="list-style-type: none"> • Consult and collaborate on planning and programs. • Collaborate on the coordination of Aboriginal courses delivery to ensure authenticity in all Aboriginal content. • Provide advice and support including on cultural appropriateness and issues identification and resolution.
Peers in other regions	<ul style="list-style-type: none"> • Share knowledge, consult and collaborate on initiatives and issues management.

External

Who	Why
Aboriginal Community Reference Groups, networks, communities, learning partners, and endorsed consultative and advisory groups.	<ul style="list-style-type: none"> • Consult and collaborate on issues relevant to development and delivery of initiatives and programs. • Actively promote implementation of the Reconciliation Plan to establish and grow productive relationships. • Seek opportunities to build and enhance relationships, such as procurement.
Regional Businesses	<ul style="list-style-type: none"> • Engage on training and employment programs and pathways for mutual benefit.

Role dimensions

Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

Reporting line

Senior Manager Aboriginal Education and Engagement

Direct reports

TBA

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Appropriate degree or diploma at AQL levels 5-8 or equivalent vocational and or industrial experience.
3. Aboriginality (Aboriginality is a genuine occupational qualification and is authorised under Section 14 of the Anti-Discrimination Act of 1977). Candidate should present proof of Aboriginality as part of their application.
4. Proven ability to engage with Aboriginal organisations, communities and individuals to foster productive and harmonious working relationships.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

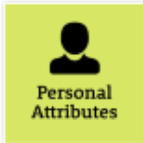
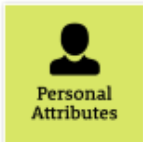
The capabilities are separated into focus capabilities and complementary capabilities

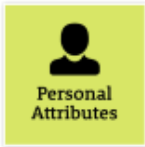
Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept

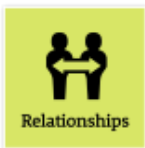


Value Diversity and Inclusion

Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives

- Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
- Demonstrate cultural sensitivity, and engage with and integrate the views of others
- Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
- Recognise and adapt to individual abilities, differences and working styles
- Support initiatives that create a safe and equitable workplace and culture in which differences are valued
- Recognise and manage bias in interactions and decision making

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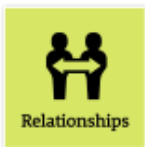


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

Adept



Influence and Negotiate

Gain consensus and commitment from others, and resolve issues and conflicts

- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Adept



Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

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Project Management

Understand and apply effective planning, coordination and control methods

- Understand all components of the project management process, including the need to consider change management to realise business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult stakeholders to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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Manage and Develop People

Engage and motivate staff, and develop capability and potential in others







- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks






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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate

	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate