

Position Description

Position title	Project Officer Student Support	Division/Business Unit	Learning and Development
Location of role	Lilyfield	Direct reports	0
Reports to	Administration Team Leader, LD	Industrial instrument	Award
Employment Status	Full time, 5 days per week	Award	Choose an item.
Date prepared		4/05/2023	

About Mental Health Coordinating Council

Mental Health Coordinating Council is the peak body for mental health community-based organisations across New South Wales. MHCC champions community-based, non-government organisations who work to support better outcomes for people living with mental health conditions. Together with our members, **we make a positive difference** in the mental health sector by driving reform, sustainability, and system improvements.

Our Vision

People living with mental health conditions are supported to live meaningful lives in the communities of their choice.

Our Purpose

To promote mental health and wellbeing in NSW by championing a strong community mental health sector through leadership, advocacy and support.

Our Values

Integrity. Collaboration. Leadership. Impact

About the Role

The Project Officer Student Support sits within MHCC's Learning & Development (LD) team. The position is responsible for maintaining administrative processes within the Registered Training Organisation (RTO) arm of MHCC and providing student support. The position requires a self-motivated person with a high level of attention to detail, a strong desire to be part of a dynamic and innovative team and a commitment to implement and uphold MHCC's ethos. This person must be able to operate and cooperate effectively with others, take initiative and adjust to changes.

Key Responsibilities -

- Provide a comprehensive range of administrative support services which can include:
- Responding to queries from students and prospective students via emails, phone calls, face to face
- Providing accurate information about MHCC and its courses to prospective students
- Processing of student enrolments - assisting students with forms and following up missing information and documentation
- Entering accurate data into the student management system - administer recordkeeping systems (electronic and paper-based) to track student training participation, progress and completion
- Creating training plans/completion plans in consultation with student/trainee/employer and obtain their signature
- Collecting/scanning/photocopying and forwarding of documents
- Sending out reminder emails for upcoming training sessions
- Preparing resources for training delivery
- Monitoring students' attendance and regularly liaising with trainers and assessors to monitor students' course progression and provide student support
- Following up of students' assessment submissions and adjusting their training plans where appropriate
- Resolve student issues as they arise, subsequently, elevate the issue to team leader where appropriate
- Organising assessment clinics as necessary to support students' course completion
- Developing and providing resources to support students and trainers, particularly in course expectations and use of the learning management system
- Providing reports on student status as required
- Processing of student course completion/withdrawal/deferral
- Managing transition of students to new qualification if qualification the students are enrolled in has been superseded
- Submitting completed forms required by government agencies such as Training Services NSW
- Raising and issuing of Certificates/Statements of Attainment
- Maintaining compliant student files (electronic and paper-based)
- Support trainers as required

General:

- To understand the aims and objectives of Mental Health Coordinating Council.
- Conduct other duties consistent with the position and as directed from time to time by the immediate manager.
- Stay up to date with trends and challenges in the sector to keep content current and relevant.
- Promote the profile of Mental Health Coordinating Council in a positive light to the sector and other relevant parties.
- Following up of students' assessment submissions and adjusting their completion plans where appropriate.
- Work collaboratively with other members of the organisation.
- Actively engage with other team members in continuous improvement of the organisation.
- To always abide by MHCC Policy and Procedures Manual and workplace legislative requirements.
- To abide by the Code of Conduct Agreement.
- To ensure the practice of Workplace, Health and Safety Standards are maintained.
- To participate in an annual performance appraisal.
- Use equipment provided in a professional manner.
- Other duties as directed by the CEO or management.
- Attend and participate at staff and team meetings as required.

Risk Assessment:

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Key Measures of Success -

- Ensure activities performed are within the legislative, regulatory and compliance framework required from RTOs
- Maintain a working knowledge of traineeships and government funded training programs
- Accurate record keeping, e.g. retaining, archiving and disposal of records
- Provide support to MHCC's LD team with a high level of confidentiality and professionalism

Education/Qualifications/Skills

Formal education	
Job specific skills, knowledge and abilities	<ul style="list-style-type: none"> • Administration experience – attention to detail, high level of accuracy, organised, systematic, proficient in Microsoft Office and other platforms to support students and records. • Enthusiasm to provide superior student support service with strong interpersonal and communication skills • Understanding of the community sector including the complex challenges faced by people with mental health condition/s and other disabilities • Capacity and willingness to develop knowledge and understanding of the vocational education and training sector and system • Knowledge and experience in using and maintaining student and learning management systems and ability to learn new systems • Ability to organise own workflow and make independent decisions relating to own work area and to team goals • Ability to prioritise and work on multiple, tight and conflicting deadlines • Effective research, analysis and data presentation/report skills • Current drivers' licence • High level skills in Microsoft Office and Adobe Acrobat software applications • Effective communication skills • Excellent planning and time management skills • Full Australian work rights
Desirable experience	<p>Not-for-profit experience or knowledge</p> <p>Knowledge of Mental Health, Mental Health Peer Work and Community Services accredited training packages</p>
Mandatory checks	<input type="checkbox"/> Working with Children Check <input type="checkbox"/> Police Clearance
Other	<input type="checkbox"/> First Aid <input checked="" type="checkbox"/> Other (specify) 'Up to date' with Vaccination