



## DANCEFACTORY

### **Welfare Coordinator duty statement**

**References to – Welfare Co-ordinator will be referring to Frances Neumann the Student/Welfare Co-ordinator**  
**Training Manager will be referring to Dulcie Lee the Principal**  
**RTO/ Institute/College will be referring to Dance Factory**

#### **Reports to the Training Manager with regular supervision**

##### **Duties**

The Welfare Coordinator is to support the needs of students and provide advice where possible or else refer students to appropriate services in the community in accordance with the RTO Procedures and Policies. The range of assistance includes academic and non-academic matters that are of concern to the students or to the Institute,

1. Interviewing students within the first two weeks of their commencement to ascertain academic and welfare issues and undertake fortnightly follow up with student requiring assistance. Judgement must be made at this meeting of the most appropriate person to deal with the issue and referrals made if appropriate. The effectiveness of the support provided must be judged at each meeting and strategies amended if appropriate
2. Accept informal complaints, formal complaint applications and appeal applications from students and arrange for formal complaints to be resolved according to the Complaints and appeals procedure.
3. Ensuring that all complaint and appeal applications received are processed within the timelines outlined in the Complaints and appeals procedure
4. Sitting on the Complaints Panel and the Appeals Panel as described in the Complaints and appeals procedure
5. Assisting student meet the attendance requirements of the college through interviews, counselling advice and, if necessary, referral to external agencies.
6. Reporting monthly of all welfare activities to the Institute Management Group
7. Assisting where required with intervention strategies required under the Institute Course progress and intervention strategy. The effectiveness of the intervention strategies provided must be judged at each meeting during this process and amended if appropriate
8. Undertake critical incident support and debriefing activities as required by the Institute Critical incident procedure.
9. Implementing the Institute Student support procedure
10. Conducting orientation session for new students
11. Report any systemic issues arising from informal complaints, formal complaints or appeals, in writing (via email to the PEO), to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.
12. Answering student enquiries and providing academic and non-academic support to students
13. Listening to student complaints, concerns and difficulties arising at the college or outside the college
14. Referring students to appropriate external agencies and services where required
15. Following up with students who have been referred to agencies and services to ensure they were appropriate and effective



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16. Compiling and maintaining a list of referral services in the local community near to the college
17. Providing access to information in "Right a Wrong" published by Victorian Legal Aid and assist students with its use.
18. Reporting to their manager on activity each week
19. Implementing the access and equity policy
20. Following RTO procedures and policies

### **Preferred qualifications**

1. It is preferred that the Welfare Coordinator will have suitable experience and / or qualifications in dealing with students, providing advice and making decisions about referral of students to other agencies or people where appropriate
2. Professional development must be available to enable maintenance and development of the currency of their qualifications and experience.

### **Terms and conditions**

1. The salary range to be negotiated
2. Superannuation is 9%
3. An employment contract will be drawn up for signature by both parties
4. A six month probationary period will apply to this contract. Further employment after the six month probationary period is dependent on a satisfactory performance review at the end of the six month period.