

*"We are a Catholic community of welcome,
connecting faith, family & education."*



POSITION INFORMATION DOCUMENT

Spanning across multiple campuses and sites on Kaurna land in the western suburbs of Adelaide, Nazareth incorporates an Early Childhood Centre, Reception to Year 12 College, a Pathways & Partnership Centre, and a variety of community and engagement programs.

We provide learning that is holistic, inclusive, lifegiving, and lifelong. Our promise is that students will find their chosen pathway and graduate knowing they matter absolutely, have the power to make the world a better place and influence positive change.

A strong partnership between staff, children and families ensures we are all striving for the same outcomes.

Families are at the heart of our faith and learning environment and we are committed to building community through nourishing family life. It's not just students who get to experience what Nazareth has to offer, as we coordinate a range of programs and initiatives to support and celebrate all members of our community including early learners, graduates, parents, seniors and friends.

At Nazareth we invite our community to a deeper understanding of God through authentic, engaging, and life-giving experiences.

From the Early Childhood Centre to Year 12, we are continually examining the needs of young people as we prepare them for life as critical, informed and motivated contributors to the local community and beyond. In our community diverse cultures and religions are recognised and embraced. We embrace a contemporary approach to faith and learning, where innovation, technology and our environment enable both students and staff to be at the forefront of education.

Grounded by our Catholic beliefs, we aspire to be a living experience of Church, with every family and member of our community at the heart of what we do each and every day.

At the centre of Nazareth's vision is a community who, in partnership with Parish, gathers in prayer and celebration, with the Eucharist, from which it draws its inspiration, as the focus. The Christian message, together with the Catholic traditions and practices, is evident in contemporary, relevant, and diverse gatherings.

At Nazareth every single student and their family is known and celebrated for their unique gifts and talents, and it is our mission to help each young person in our care, seek their passions and follow them.

Name:

Position Title: Student Services ESO

Appointment: Permanent

ESO Grade: 3

Hours per Week: 37.5 (negotiable, part time will be considered)

Weeks per Year: 41

Campus Locations: Flinders Park, St Gabriel Centre and Kidman Park

POSITION OVERVIEW

The Student Services ESO is the first point of contact for visitors to Nazareth, responsible for administrative and operational duties within the Student Services area and for providing support to the students at the College.

The Student Services ESO works in the Student Services team and is required to provide outstanding service to Nazareth students, parents, and the wider community, embodying the Nazareth Vision of “we are a place of welcome, connecting faith, family, and education.”

This role is located in a busy operational environment, and they must be able to respond positively and calmly to changing priorities and competing demands.

KEY WORKING RELATIONSHIPS (INTERNAL)

- Principal
- College Deputy Principal
- Heads of Campus
- Year Level Coordinators
- Human Resources Manager
- Student Services Coordinator
- Wellbeing Teams
- Student Services and Front Office Staff
- Staff
- Students
- Parents

KEY RESPONSIBILITIES/DUTIES

As the Student Services ESO at Nazareth, you will work in accordance with the Vision, Mission, Values and Aspirations of the Nazareth Strategic Plan.

FIRST AID

- Appropriately assist students who are hurt, sick or in distress.
- Administer first aid to students and staff as required.
- Maintain first aid kits for excursions, with appropriate equipment and supplies.
- Ensure that Medical Management Plans & student medication is stored in an accessible and appropriate place and be responsible for maintaining and updating Medical Plans.
- Upload student medical plans to SEQTA.
- Communicate with relevant staff regarding student health and/or welfare needs.

STUDENT ATTENDANCE/MOVEMENT

- Monitor and record messages left on the dedicated Student Absentee Line.
- Accurately record student attendances/absences using school systems, contact families regarding student absences, recording late arrivals and early departures.
- Record VET and Flex student movement.
- Ensure correct procedures are followed for student movement to and from the College, e.g. appointments.
- Assist teaching staff and Year Level Coordinators in locating students as required.

EMERGENCY PROCEDURES

- Ensure relevant class, staff and absentee lists are available to assist with accounting for everyone on campus.
- Participate in emergency drills when necessary, ensuring the smooth running of all processes.

STUDENT RECORDS

- Maintain student database, including data entry.
- Assist in maintaining the College databases through accurate data input and processing to ensure student records are kept up to date.
- Maintain student lists, e.g. Class/Mentor group lists.
- Regularly check Consent2Go system for student record updates.
- Provide records management and maintain the student filing system.
- Collate, file and archive all student records.
- Liaise with the Registrar regarding new students and related processes and procedures.

FRONT OFFICE

- When required, receive all visitors, parents, staff and students and address particular needs in an environment of welcoming hospitality and care.
- Answer the telephone in a polite, professional and timely manner and take ownership to manage general enquiries. Use discretion to transfer calls to staff as appropriate.
- Deal with visitors which may include requesting the appropriate clearance to be on campus or explaining the process (i.e. Catholic Police Clearance/Working with Children Check).
- Ensure all visitors check in via the Sine Pro system.
- Receive deliveries.
- Operate the College public address system as required, in a professional manner.

ADMINISTRATION AND OTHER SUPPORT

- Monitor Consent2Go for excursions and ensure this is recorded on SEQTA.
- Attend to lost property and items deposited at Student Services.
- Maintain and order stocks of personal grooming products, e.g. nail polish remover/makeup remover/hair ties.
- Maintain stock of and sell uniform accessories, e.g. socks/ties/caps.
- Any other tasks as directed by the Human Resources Manager, Heads of Campus, College Deputy Principal and Principal.

ESSENTIAL PROFESSIONAL AND PERSONAL SKILLS

As the Student Services ESO at Nazareth, you will:

Have the ability to:

- Display initiative, discretion, self-direction, and the ability to work unsupervised on set tasks.
- Complete set tasks accurately and on time.
- Work within time constraints and manage deadlines efficiently.
- Be flexible and adaptable in their approach to work practices and management strategies.
- Analyse current procedures and suggest and implement improvements where applicable
- Develop effective, cooperative, and collaborative working relationships.
- Encourage positive team commitment and contributions through his/her own commitment, enthusiasm, and energy.
- Work effectively within a team environment to ensure all critical functions of the College are undertaken.
- Maintain discretion and confidentiality in respect of all information relating to the College.

Be able to demonstrate:

- Knowledge and experience in providing administrative support.
- Outstanding and effective interpersonal and communication skills (both verbal and written).
- Efficient organisational skills and initiative.
- Effective skills with the Microsoft Office Software Package.

Possess:

- An understanding of the Catholic ethos and be supportive of the College's values and expectations with particular attention given to the Vision and Mission Statement of the College.
- A willingness to adhere to CESA policies, including the Code of Conduct.
- Excellent interpersonal and communication skills.
- An understanding of and adherence to the requirements of the Privacy Act in relation to staff, students, and families in the Community.
- Sound verbal and written communications skills

Display:

- A commitment to continuous learning and service of the highest standard.
- Flexibility and adaptability in approach to work practices and management strategies.
- Excellent personal grooming and business/professional presentation complying with the College's dress code.
- A willingness to always represent the College in a friendly and professional manner.
- A commitment to questioning processes and practices in pursuit of continuous improvement.
- A commitment to professional and personal wellbeing.

Additional information and requirements

- Some out of hours work may be required.
- You will be required to hold the following certificates:
 - Working with children check/Catholic Police Clearance
 - First Aid – HLTAID012
 - Responding to Risks of Harm, Abuse and Neglect – Education and Care.

WORK HEALTH AND SAFETY

As a *Worker*, while at work you must –

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

Reference: Division 4, Section 27 and 28 WHS Act 2012