

## Position Description

Position title:	<b>SETs Consultant</b>	Unit:	Education
Reports to:	Project Manager: SETs	Project:	Student Education Trusts
Primary location:	Aurukun, Hope Vale & Coen	Direct reports:	Nil
Date:	June 2010	Job classification:	Level 4

## About the Organisation

The Cape York Aboriginal Australian Academy (CYAAA) is a not-for-profit organisation lead by Noel Pearson and Cape York Partnerships (CYP) which delivers a ‘best of both worlds’ education to Indigenous students.

The Academy’s program incorporates three distinct but related learning domains:

- Class: dedicated to teaching mainstream curriculum in English literacy and numeracy;
- Club: enriching extracurricular artistic, music and sport programs;
- Culture: comprehensive Indigenous culture and language programs;

The learning domains are supported by a ‘Full Service’ Case Management framework. The full service approach ensures that children are at school but also, those things that determine their capacity to engage in education – their health, nutrition, wellbeing and material needs – are systematically addressed so that no one child is allowed to ‘fall through the cracks’. The Full Service Case Management framework includes case management of attendance, school readiness, health (with school nurses) and transition to secondary school and is supported by products such as Student Education Trusts and Food Clubs.

The Academy seeks to build upon the gains made through welfare reforms that have improved school attendance rates and demonstrated increased levels of parental responsibility and support for their children’s education.

In January 2010, in a unique partnership with Education Queensland, the Academy commenced the operation of a new education approach in the Cape York communities of Aurukun and Coen.

The Academy implemented its Class program in January 2010. The program uses Direct Instruction, an evidence-based explicit instruction method proven to be highly effective in the teaching of literacy and numeracy to children both in Australia and internationally. The Culture and Club programs will commence during 2010 following community engagement in the design of these programs.

Our success – Every child involved:

- And their families and community are engaged in education;
- Has the literacy and numeracy building blocks in early childhood;
- Is at or above the national minimum benchmarks for literacy and numeracy;
- Is regularly engaged in their culture and sporting and artistic pursuits;

**Transitioning into high quality, high expectation, secondary school at the required level.**

## About the project

Student Education Trusts (SETs) enables parents to financially support their child’s education and development from ‘birth to graduation’. SETs works with parents and families to manage funds to meet their child’s education needs.

SETs also work with education and child development services to set appropriate expectations of a child’s needs with families and works with education material suppliers to improve family access to educational goods and services. SETs also assists with Food Club as part of the Attendance Case Management School Readiness initiative aiming to ensure that every student has access to a nutritious breakfast and lunch.

## About the role

The SETs Consultant is responsible for day-to-day remote SETs coordination, quality of service delivery and working with individuals and families. The major accountabilities of the position are service provision, community engagement and administration and reporting. This role reports to the Project Manager: SETs and has nil direct reports.

<b>CYAAA Objectives</b>
The Academy is committed to providing students with a complete academic program that addresses all Education Queensland Key Learning Areas and adheres to the Academy vision and values.

Key accountabilities		
Key result area	Major activities/deliverables	Key performance measures
<b>Sales &amp; Promotion</b>	<ul style="list-style-type: none"> <li>Ensure SETs/Food Club products and processes are promoted to individuals and families;</li> <li>Sign up participants and develop the capacity of individuals and families to effectively manage each child’s SET;</li> <li>Increase participant levels (more products and / or financial commitment);</li> <li>Visit participants involved providing follow-up support to ensure ongoing motivation and participation;</li> <li>Follow-up participants who disengage from the scheme to encourage ongoing participation;</li> <li>Liaise with relevant partners and government agencies to ensure participant account data is up-to-date and accurate;</li> <li>Review progress of participants and assist individuals and families to deal with problems.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence on Partner Tracker of meetings recorded to promote products / processes;</li> <li>Number of participants signed up consistent with project targets and processes;</li> <li>Increased commitment levels and sign up to new products;</li> <li>100% accuracy rate of participant information;</li> <li>Retention rate of participants and number of past participants re-signed;</li> <li>Recorded follow-up activities.</li> </ul>
<b>Project Service Provision</b>	<ul style="list-style-type: none"> <li>Assist donors and students with purchasing of educational supplies;</li> <li>Ensure distribution of relevant</li> </ul>	<ul style="list-style-type: none"> <li>Obtaining good quality products in a timely manner;</li> <li>Correspondence distributed in an</li> </ul>

Key accountabilities		
Key result area	Major activities/deliverables	Key performance measures
	<p>correspondence to donors and schools;</p> <ul style="list-style-type: none"> <li>Attend and assist in the coordination of SETs/ Food Club events in the communities (such as book and toy fairs).</li> </ul>	<p>accurate and timely manner;</p> <ul style="list-style-type: none"> <li>Participation in SETs/Food Club community events ensuring events are held at scheduled times.</li> </ul>
<b>Partnership Coordination/ Engagement</b>	<ul style="list-style-type: none"> <li>Coordinate approved engagement and communication initiatives;</li> <li>Coordinate community education and awareness raising activities;</li> <li>Assist in fostering constructive relationships within the community to ensure project has a positive reputation;</li> <li>Provide accurate data and analysis to provide partners with accurate and timely information.</li> </ul>	<ul style="list-style-type: none"> <li>Approved CYAAA engagement and communication initiatives coordinated via direction of Senior SETs Consultant;</li> <li>Participation rates in promotional activities and sign up rates as a result of activities;</li> <li>Partner tracker provides evidence of promotion of project initiatives and partner understanding;</li> <li>Partners and LPOs demonstrate consistent understanding of project initiatives within the community;</li> <li>Effective, credible relationships exist as measured by survey results and participation levels.</li> </ul>
<b>Administration and Reporting</b>	<ul style="list-style-type: none"> <li>Assist in networking with relevant partners and stake holders to ensure participant account data is up-to-date and accurate;</li> <li>Assist with the completion of daily, weekly, monthly and quarterly reporting requirements ;</li> <li>Report issues and risks to Senior SETs Consultant;</li> <li>Update and agree on a weekly task list with line manager.</li> </ul>	<ul style="list-style-type: none"> <li>Records current and accurate, reporting requirements met;</li> <li>Weekly task list up-to-date, priorities agreed and issues and risks escalated.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Contribute to continuous improvement initiatives within the program, identify improvement opportunities and act on improvement directives;</li> <li>Comply with CYAAA standards, policies, protocols and guidelines;</li> <li>Ensure regular monitoring occurs with outcomes received and fed back.</li> </ul>	<ul style="list-style-type: none"> <li>% of approved improvement initiatives implemented within required timeframes and agreed approach;</li> <li>CYP policies and procedures adhered to;</li> <li>Weekly 1:1 meetings occur, are documented, monitored and provide evidence of feedback loop.</li> </ul>
<b>Health and Safety Management</b>	<ul style="list-style-type: none"> <li>Ensure safe work practices and a safe work environment is maintained at all times;</li> <li>Comply with the CYAAA health and safety policies and procedures;</li> <li>Seek advice or assistance before commencing an unfamiliar work practices.</li> </ul>	<ul style="list-style-type: none"> <li>Safe work practices adhered to;</li> <li>Workplace health and safety policy adhered to;</li> <li>Hazards identified, minimised, isolated or eliminated as appropriate.</li> </ul>
<b>Team Member</b>	<ul style="list-style-type: none"> <li>Models a positive culture by living the organisational values through actions and behaviours</li> <li>Participate in weekly 1:1 meetings with line manager to ensure that individual actions and contributions enhance the success and</li> </ul>	<ul style="list-style-type: none"> <li>Behaviours consistent with organisational values and expected behaviours;</li> <li>Weekly task list updated, accurate and relevant;</li> <li>Current knowledge of issues, trends</li> </ul>

Key accountabilities		
Key result area	Major activities/deliverables	Key performance measures
	reputation of CYP; <ul style="list-style-type: none"> <li>• Maintain and/or extend knowledge and skill base required for effective performance;</li> <li>• Maintain productive working relationships and provide collegial support;</li> <li>• Participate in own performance review and identifies learning/development needs;</li> <li>• Negotiate with line manager to complete appropriate education and training;</li> <li>• Complete additional duties / projects to the required standards and within negotiated timeframes;</li> <li>• Demonstrates a flexible approach to work hours when required.</li> </ul>	and practices demonstrated; <ul style="list-style-type: none"> <li>• Evidence of team functioning and support;</li> <li>• Performance review outcomes documented, objectives and training requirements agreed, previous performance targets met,</li> <li>• Approved education and training undertaken and evidence of learning outcomes applied in workplace;</li> <li>• Additional duties / projects undertaken as agreed with the Director to the required standards and agreed timeframes;</li> <li>• Demonstrates commitment to working overtime as required to meet deadlines/commitments.</li> </ul>

Qualifications and experience
<p><b>Consultant Experience</b></p> <ul style="list-style-type: none"> <li>• Business qualifications or a minimum 3-5 years demonstrated customer service and/or sales experience;</li> <li>• Demonstrated experience in influencing the work and direction of a team / work group with proven ability to motivate others to achieve outcomes;</li> <li>• Expertise to consistently deliver a high level of customer service and develop and maintain on-going customer relationships.</li> </ul> <p><b>Other Essential criteria</b></p> <ul style="list-style-type: none"> <li>• Strong work ethic and a self-starter;</li> <li>• Capacity to develop rapport with a wide range of diverse groups and gain their confidence and commitment;</li> <li>• Sound judgment to think through complex issues and develop workable solutions to challenges;</li> <li>• Demonstrated negotiation skills to sell difficult concepts and influence positive outcomes;</li> <li>• Ability to develop strong networks with diverse key partners;</li> <li>• Ability to report information with a high level of accuracy and clarity;</li> <li>• Advance use of Microsoft software (Outlook, Word, Excel);</li> <li>• Evidence of a current valid manual drivers licence;</li> <li>• Willingness to travel away from base location across Cape York regions and Cairns (4WD);</li> <li>• Possess a Blue Card (or if successful provide evidence of obtaining/applying prior to commencement);</li> <li>• Evidence of a successfully completed Police Check;</li> </ul> <p><b>Desirable criteria</b></p> <ul style="list-style-type: none"> <li>• Understanding of the political and legal framework in which the organisation operates;</li> <li>• Knowledge of behaviour change and/or social and economic development;</li> <li>• Knowledge of Cape York Peninsula; its peoples, cultures and/or environs;</li> <li>• Experience working on a welfare reform project.</li> </ul>

<b>Key attributes</b>
<ul style="list-style-type: none"> <li>• Consistent with CYAAA’s values and behaviours;</li> <li>• Initiative and self motivation;</li> <li>• Results focussed;</li> <li>• Analytical and problem solving ability;</li> <li>• Communication (verbal and written) skills;</li> <li>• Capacity to build and sustain respectful professional relationships;</li> <li>• Personal leadership;</li> <li>• Behave in a way that contributes to a workplace that endorses diversity and is intolerant of discrimination, harassment and bullying behaviour.</li> </ul>

<b>Key partners</b>		
<b>Contact</b>	<b>Purpose</b>	<b>Frequency</b>
<b>SETs Project Manager</b>	Operational direction and support; liaison regarding day to day issues, and risk / issue reporting.	Daily / Weekly
<b>Senior SETs Consultants</b>	Operational direction and support; liaison regarding day to day issues, and risk / issue reporting.	Daily / Weekly
<b>Individuals and Families</b>	Liaison, negotiation, support and information sharing on services and individual issues	Daily
<b>Local Businesses</b>	Liaison, negotiation and information sharing regarding the implementation of projects and participant activity.	As required
<b>Community schools and boarding schools</b>	Liaison regarding the use of SETs by students.	As required
<b>CYAAA Office Staff / Business Unit Staff</b>	Liaison regarding day to day issues; General administrative support.	As required
<b>CYI Policy Staff</b>	Policy direction and developments.	As required

<b>Other relevant information</b>
<b>Key challenges</b>
<ul style="list-style-type: none"> <li>• Works with people from different backgrounds and within an innovative environment so requires a willingness to learn and teach when required;</li> <li>• Works for a Not For Profit organisation where it is essential to optimise available resources;</li> <li>• Operates in a ‘community’ environment so may encounter limited observance of CYAAA values so essential to focus on resolving problems and concentrating on achieving objectives;</li> <li>• The vision and strategy of CYAAA is defined so need to be focussed on practically supporting the ideas and agendas of the organisation;</li> <li>• CYP operates in an opportunistic environment which results in sudden direction changes so requires flexibility, resilience and a readiness to grasp new directions.</li> </ul>

<b>Further Reading</b>
<p>There are a number of existing documents produced and drafted that will help provide insight into the project and will assist in gaining an insight into the work required of this role (these will be supplied upon commencement of employment).</p> <p>Additional Other Reading:</p>

- Our Right to Take Responsibility by Noel Pearson;
- Up From The Mission by Noel Pearson.

It is the responsibility of the user to be aware of, and have an understanding of this document. Should the user wish to clarify any aspect of the document they are advised to contact their line manager or the HR Manager.

<b>Employee Name:</b>		<b>Manager Name:</b>	
<b>Position Title:</b>		<b>Position Title:</b>	
<b>Employee Signature:</b>		<b>Manager Signature:</b>	
<b>Date signed:</b>		<b>Date signed:</b>	