



MAJOR PARTNER



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STUDENT SUPPORT OFFICER

ROLE PROFILE

GENERAL CHARACTERISTICS

Department:	Community & Government Programs	Date	August 2021
Reports to:	Regional Coordinator		
Manager Once Removed:	Programs Manager		
Type of Position:	Part-time (School Term)		

COMPANY BACKGROUND

The Brisbane Broncos are a professional rugby league football Club. The organisation was founded in 1987, prior to the team's entry into the competition in 1988, as the first team outside of NSW. The Brisbane Broncos have built an iconic brand in Australian Sport, and are the only publicly listed sporting franchise on the Australian Securities Exchange having grown from a total revenue of \$29m in 2011 to a revenue of \$51 m in 2019.

The Club has also delivered a lot of success over this time, winning six Premiership titles in the NRL Men's competition and three back to back Premiership titles in the NRL Women's competition. Our vision is to become Australia's premier sporting franchise and have one of the largest fan bases in Australian sport. The Broncos are committed to the long-term development of rugby league in Queensland and the delivery of market leading community programs focused on enhancing opportunities for disadvantaged youth.

OUR CULTURE

With our Values at our core, we are more than just a Football Club. We are **United, Respectful, Grateful** and **Accountable**. Whether it's playing the game we love or being in our communities, being a Bronco means we are 100% committed to everything we do.

The Brisbane Broncos have an obligation to our community to uphold the strong Queensland spirit. We pride ourselves on connecting with our members, fans, partners, and all other stakeholders to deliver results aligned with the four pillars of our business: Top 4 Finish; Fan Engagement; Community Commitment; and Commercial Success.

We value diversity and offer an excellent working culture which has been instilled both on and off the field, providing a rewarding and dynamic workplace in a world class facility.

ROLE PURPOSE

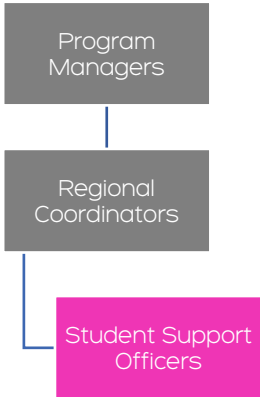
The Student Support Officer is responsible for the achievement of the Beyond the Broncos Indigenous Programs by supporting the engagement, attendance, retention and academic progress of Aboriginal and Torres Strait Islander students in Years 7 to 12 at specified secondary schools across several regions in northern NSW, and South East and South West Queensland.

The Student Support Officer's primary role is to provide culturally safe mentoring and strengths based support to participants through the provision of tutorials, one on one and group mentoring, workshops and cultural activities that will lead to improved educational outcomes for Aboriginal and Torres Strait Islander students.



Premier Partners

KEY WORK OUTPUTS AND ACCOUNTABILITES		
The role is accountable for working collaboratively with key stakeholders including school staff, parents and carers, Indigenous community, NGOs and Government agencies to deliver Beyond the Broncos outcomes. Beyond the Broncos Indigenous Mentoring Program Delivery • Work under the direction of the Regional Coordinator to ensure the effective delivery and achievement of the Beyond the Broncos Mentoring Programs and overall KPIs. • Provide culturally safe and strengths-based mentoring and case management support to Aboriginal and Torres Strait Islander students to improve school attendance and retention, literacy and numeracy achievement and Year 12 attainment. • Develop individual student plans and provide support services to participants including career planning, goal setting, mind mapping and progress monitoring against the plan. • Work collaboratively with schools and their case management teams to implement strategies to improve educational outcomes for students. Stakeholder Management • Maintain productive relationships with key stakeholders to achieve program objectives as well as with resources in the region to be able to connect participants and families with them. • Maintain relationships with local Aboriginal and Torres Strait Islander community networks and keep informed of local services and support agencies to connect participants and their families. Monitoring, Reporting and Evaluation • Collect and analyse student attendance and academic data to ensure timely relevant support is provided to students. • Keep informed of local Aboriginal and Torres Strait Islander community education and employment issues and activities to identify emerging trends. Administration • Complete administration tasks to a high standard and provide accurate and timely reporting. • Input mentoring notes and update student records on the Broncos student database		
LEGISLATIVE REQUIREMENTS		
Compliance with • Workplace Health and Safety Act 2011 • Workplace Health and Safety Regulations 2011 • NRL rules and regulations • Brisbane Broncos Privacy Policy and the Privacy Act (1998) • Working with Children (Risk Management and Screening) Act 2000 (Refer below)		
Does the position require regular interaction with children or those under the age of 18? (Tick one)	If Yes 	QLD – Prior to commencing work, Blue Card must be held, or applied for. WWCC is conducted during the Blue Card application process. Valid for 3 Years NSW – WWCC only. Must be conducted prior to commencing work with children. Valid for 5 years *Police Officers & registered teachers may be exempt if working within their professional duties
	If No	No requirement to hold Blue Card or Working with Children Check
KEY ROLE RELATIONSHIPS		
INTERNAL ROLE RELATIONSHIPS	Community Department	
EXTERNAL ROLE RELATIONSHIPS	Participating Schools Aboriginal and Torres Strait Islander Community NGO Government	
QUALIFICATIONS, EXPERIENCE, KNOWLEDGE & SKILLS		
QUALIFICATIONS	• Certificate II or above in Education Support or undertaking a Certificate or an agreed alternative for example community Service and Youth Work • Tertiary qualifications or undertaking in Education, Youth or Community Service • Relevant qualifications in Career Guidance • Current driver's licence • Blue Card/WWCC	

EXPERIENCE	• Minimum of two years' experience in a similar role working with and understanding demands from a diverse demographic is desirable. • Demonstrated skills in relationship building, communication, mentoring and teamwork. • Previous experience working with Aboriginal and Torres Strait Islander school students and young people transitioning into employment. • Demonstrated understanding of the issues impacting on Aboriginal and Torres Strait Islander youth and their educational outcomes. • Strong time management and organisational skills with the ability to plan work effectively and to juggle a number of work priorities simultaneously. • Experience in effectively communicating with all range of stakeholders face-to-face, via phone and online.
KNOWLEDGE & SKILLS	• Current knowledge of the local Aboriginal and Torres Strait Islander community, and an established relationship or ability to engage effectively and seek advice. • Knowledge of current education, employment and social challenges faced by young people. • Excellent time management and organisation skills, coupled with strong administrative and reporting skills. • A high attention to detail with the ability to plan to deliver and work to deadlines in an unsupervised capacity. • Demonstrated computing skills using MS Word and Excel in a Windows environment.
ORGANISATION CHART	
 <pre> graph TD PM[Program Managers] --> RC[Regional Coordinators] RC --> SSO[Student Support Officers] </pre>	
HOURS OF WORK	
Student Support Officer roles are part-time, requiring work for 7 hours each day during school terms for a period of 40 weeks of the year. The days required will vary dependent on the location and school requirements but range from 1 day per week to 5 days per week. Additional work may be required depending on demand.	
DRESS CODE	
The SSO is required to operate within a school environment and should dress accordingly. SSO's will be supplied with Broncos apparel and a Community Shirt to identify them as a Beyond the Broncos Student Support Officer. A name tag is also supplied and required to be worn.	