



Position Information Document

Position Title

Student Services Officer

Reports to

Administration/Finance Team Leader

Remuneration

Permanent
ESO Grade 3 – Administration stream
Employment conditions in accordance with the South Australian Catholic Schools Enterprise Agreement 2020 (as amended or replaced)

Hours of Work

25 hours per week – 9.30am to 2.30pm
40 weeks

Other conditions

First Aid Allowance

BROAD PURPOSE

The Student Services Officer will provide a welcoming environment for students, families, staff and visitors of Holy Family Catholic School and daily first aid/health support to our students. Working collaboratively and cooperatively with the front office team, this role requires friendly, prompt and professional customer service. A high level of organisational skills, coupled with a positive outlook and flexibility, will assist in juggling multiple tasks with ease. An important part of the role is to provide support to students while displaying sensitivity, empathy and compassion.

The Student Services Officer is required to support and contribute to the Catholic Identity, Mission and Vision of Holy Family Catholic School. The non-teaching staff fulfil a vital role in supporting the successful operations of the School. At Holy Family Catholic School ESO staff are expected to participate fully in the life of the School and to support activities, events, and functions. They may be required to assist with allocated tasks at major school events such as sports days, masses and other activities. Non-teaching staff shall attend staff meetings and other meetings as required. They are to be cognisant of the guiding

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principles of the CESA (Catholic Education SA) Live, Learn, and Lead (LLL) Framework which outlines key capabilities, knowledge, and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives.

REPORTING RELATIONSHIP

(to whom the employee reports, staff for whom the employee is responsible and other connections and working relationships in and outside the school)

- Administration/Finance Team Leader

Working Relationships

- School Leadership
- Teachers and ESOs
- Students and their families
- Relevant outside organisations, professionals from time to time

KEY RESPONSIBILITIES

Duties include:

- Ensure the student reception area is open and operating each day to welcome and support others, and closed at the end of the day.
- Ensure that initial contact with the school is welcoming for all parents, students and visitors and assist them with their enquiries.
- Assist with the recording and reporting information in regards to student absentees in the designated database including the daily notification of unexplained absences.
- Contribute to the care of sick children and contact their families as appropriate.
- Administer first aid when required and keep appropriate records.
- Direct any contact required with ambulance services, family and emergency contacts.
- Provide personal care support for students with additional needs, as required.
- Provide support to students while displaying sensitivity, empathy and compassion.
- Maintain and monitor the sick room.
- Monitor and provision of student medication
- Distribution of student lost property

OTHER

- Participate in community events
- Duties as specified by the WHS Coordinator for Emergency Evacuation and Lock in procedures.
- Any other duties as directed by the Principal or his delegate within the scope of the role and duties as a staff member.

In the future, it may be necessary for the Principal to re-allocate the duties of Education Support Officers in the School, in which case you may be required to perform other duties than those specified in this Position Information Document

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PROFESSIONAL RESPONSIBILITIES

- Have a commitment to uphold and contribute to the ethos of Catholic schools.
- A commitment to uphold and contribute to the charism of Holy Family Catholic School.
- Always promote and speak well of Holy Family Catholic School and its staff addressing any personal concerns with the Principal as required.
- Understand the employer's requirements and act in accordance with South Australian Commission for Catholic Schools (SACCS) and the School's policies, guidelines, and procedures.
- Perform responsibilities in a manner which reflects and responds to continuous improvement.
- Demonstrate high professional standards and present an appropriate image in line with the School's Staff Dress Code.

PROFESSIONAL SPECIFICATIONS

- Experience in administering first aid and health support
- Demonstrated excellent organisational skills which are reflected in daily management with a strong attention to detail
- Superior interpersonal skills, including the ability to listen and communicate effectively and empathetically to achieve outcomes
- Demonstrated ability to deal with sensitive information in a professional and confidential manner
- Ability to work independently, be self-motivated and proactive and also be an active and supportive contributor in team environment

CHILD PROTECTION AWARENESS

Holy Family Catholic School assures the right of every member to a safe environment and the responsibility of every person to promote safe practices. Holy Family Catholic School is committed to Child Protection and protective practices. This includes responsibility of the School's employees for Child Protection.

Child-Safe Environments Responding to Risks of Harm, Abuse and Neglect: Education and Care (RRHAN-EC) training is now a compulsory certificate for all staff working in a school environment and all staff need to attend 3 yearly updates.

WORKPLACE HEALTH & SAFETY

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012.

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

- Take reasonable care for your own health and safety

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- 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

S P E C I F I C R E Q U I R E M E N T S

- Approved Responding to Risks of Harm Abuse and Neglect – Education and Care (RRHAN-EC) certificate.
- Current Provide First Aid in an Education and Care Setting (HLTAID012) certificate
- Current acceptable Department of Human Services (DHS) Working With Children Check (WWCC)
- Contenance Care Training (or willingness to undertake such training)
- Salt learning modules (or equivalent), as issued by Catholic Education SA
- Annual sign off is required for:
 - CESA Code of Conduct
 - CESA Privacy Statement
 - CESA ICT Acceptable Use Guidelines
 - Protective Practices for Staff in their interactions with children and young people.

The Position Information Document is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Information Document is subject to review and modifications by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

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