



**POSITION:** Education Support Officer (ESO)  
**REPORTS TO:** Individualised Learning Specialist  
**LOCATED:** Multi Campus setting

- Melbourne CBD
- Prahran
- South Melbourne
- Sunshine

**DATE UPDATED:** July 2023

### ORGANISATIONAL ENVIRONMENT

Hester Hornbrook Academy is a Special Assistance School which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students. Our HOPE – Healing Orientated Program of Education informs our Practice model which ensures the integration of academic intervention and growth with wellbeing and life skills. Teachers, Youth Workers, and Education Support Officers (ESOs) work together in a collaborative manner to support students to reach their individual goals. Our students include those who have disengaged from mainstream education, are young parents, currently in or leaving out of home care, experiencing homelessness and those who may be experiencing mental health challenges or learning difficulties.

### JOB CONTEXT

Each Hester Hornbrook classroom is supported by a multidisciplinary team comprised of a teacher, educational support staff and youth worker. The classroom team collaborates to provide a safe, respectful, and productive learning environment, where learning for wellbeing and wellbeing for learning go hand in hand. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic pathways and other life goals. All staff bring different and overlapping skills and experience to the classroom and are required to role model effective teamwork in order to provide a holistic response to the students' educational needs.

**All roles within Hester Hornbrook will have a classroom allotment, this may include classroom instruction, the delivery of learning activities, the supervision of students, assertive outreach, and involvement in our other programs which support students to attain educational success.**

### JOB PURPOSE

The Educational Support Officers (ESOs) will work as part of a multidisciplinary team to provide specialised literacy and numeracy support to achieve specific educational outcomes for the young people of Hester Hornbrook Academy. ESOs will assist with educational assessments and interventions to ensure that all supports are individualised and relevant for every student and will allow learning for wellbeing.

## **JOB OBJECTIVES**

### **Duties of this role may include but are not limited to the following:**

- Work as part of a multidisciplinary classroom team to develop and maintain a face to face and virtual classroom learning environment which places high expectation on learning for wellbeing and wellbeing for learning. The Educational Support Officer will support and model a learning environment which is safe, respectful and productive.
- Ensure that programs are delivered within the Educational Support Officers framework of Hester Hornbrook Academy.
- Use data as evidence to inform practice and funding through the NCCD funding source. This includes tracking interventions/ screeners, managing data entry and utilising data to support students and prepare learning plans to improve their literacy/numeracy outcomes.
- Assist students on an individual or group basis in specific learning areas including literacy and numeracy skills.
- Apply an understanding of our HOPE (Healing Orientated Program of Education) to support students in a way that allows them to Engage, Equip, Empower and Extend. While having a thorough understanding of a range of interventions that promote engagement and inclusivity, build rapport, and develop prosocial behaviours and relationships.
- Contribute to the planning and participate in the extra -curricular activities, events, excursions and overnight camps.
- Maintaining accurate records using the school's Student Management system and learning management systems including regular wellbeing case noting and prepare/ contribute to reports (including NCCD) as required.
- Participate in regular supervision, whole school and campus meetings, the performance review processes, professional learning and a culture of continuous review, improvement of student learning outcomes and achievement of the Hester Hornbrook Strategic Plan (SP) and Annual Implementation Plans (AIP).
- Ensure that all Child Safe, risk management and Hester Hornbrook documentation is adhered to.
- Perform other duties and responsibilities, as directed by Executive Leadership Team of Hester Hornbrook .

## **KEY RELATIONSHIPS**

This position may have relationships with a diverse range of Hester Hornbrook and MCM employees, external service providers, organisations, and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:



- Internal Relationships**
- Employees from the Hester Hornbrook team (e.g., Youth Workers, Teachers & ESOs)
  - Employees from the Education, Training & Transitions teams
  - Employees from the Homelessness, Justice & Family Services division
- External Relationships**
- Education Partners
  - Relevant community services providers
  - Student's communities.

## KEY SELECTION CRITERIA

Applications to include a Cover Letter which highlights **how you have previously assisted a young person to improve their literacy and numeracy skills, leading to learning for wellbeing** and a current CV with referees.

***Our ideal candidate will be able to successfully demonstrate the following key skills and attributes:***

### **Qualifications / Experience:**

- Certificate IV in Education Support or relevant experience
- Current Working with Children Check
  - Proven ability to work collaboratively as part of a multidisciplinary team to provide educational interventions for young people to enable them to develop learning for wellbeing and achieve educational success.
  - Experience working with young people, young people who identify as LGBTQI+ young people and young people from diverse cultural backgrounds in a trauma informed setting, who have existing barriers to education.
  - An understanding of trauma-informed practice, restorative justice principles and the necessary skills to engage young people with multiple and complex needs.
  - Demonstrated capacity to work flexibly, in an outreach capacity and with the ability to manage competing demands as is the case in a Secondary School setting.
  - Understanding of relevant legislation, including Child Safe Standards as they are relevant to a Senior Secondary School setting.

### **Desirable:**

- Current Training and Assessment (TAE) qualifications for teaching of VETiS programs is highly desirable.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### **Workplace Health & Safety:**

Hester Hornbrook/MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:



- To comply with all Hester Hornbrook/MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse, and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

Hester Hornbrook/MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations, and work responsibilities as detailed in our various policies and procedures, Code of Conduct, and regulatory guidelines.

**COMPLIANCE**

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening, Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
<b>PARTNERSHIPS</b>	<b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders, and partners. Is recognised as being principled and as having expertise as a leader.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.




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**REPUTATION**      **Disrupting Disadvantage**  
 Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

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**PEOPLE**      **Resilience & Bounce Back**  
 Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

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**PEOPLE**      **Builds Capability & Realises Potential**  
 Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

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**PEOPLE**      **Safety First**  
 Always puts safety first. Creates a safe, healthy, and caring workplace that is expressed in all operational activities and interactions with others.

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**OUR VALUES**

Employees are expected to commit to and demonstrate Hester Hornbrook/MCM's values:

**TOGETHER**      We are inclusive and accepting of difference.  
 We work in highly effective teams and our people are connected across our organisation.  
 We engage proactively with others to deliver outcomes.

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**COURAGEOUS**      We speak up constructively in line with our convictions.  
 We pursue our goals with determination.  
 We are passionate about our advocacy role.

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**CURIOS**      We are inquisitive and ask why.  
 We challenge the status quo.  
 We actively explore the alternatives.

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**OPEN**      We are transparent and have genuine, honest interactions.  
 We listen and hear people's voices.  
 We value and respect the autonomy of clients.  
 We trust one another.

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**ACCOUNTABLE**      We act safely in all our interactions.  
 We manage within our financial and resource boundaries.  
 We own our outcomes and decisions.  
 We are proud of the work that we do.