

Role Description

TAFE Queensland

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Position Title	Adult Migrant English Program (AMEP) Case Manager	Job Ad Reference	TQN 006-18
Region or Business Unit	North	Closing Date	14 February 2018
Portfolio	General Education	JEMS No.	3700 (06/2014)
Location	Pimlico	HPECM No.	14/208895
Classification Salary	PO3 TAFE Queensland Award – State 2016 (Modern Award) 36 ¼ hour week \$78,747 - \$86,000 per annum, Plus superannuation contributions of up to 12.75% of your annual salary		
Employment Status	Temporary Full-time until 30 June 2019 unless otherwise determined.		

About TAFE Queensland

TAFE Queensland is the largest and most experienced provider of vocational education and training in the state, with a history of serving Queensland communities for over 130 years.

Each year TAFE Queensland enrolls over 120,000 students across a network of over 50 campuses, in workplaces, online and in markets offshore. Our offering spans from foundation skills and entry level qualifications to higher education degrees across more than 500 programs.

Our unique structure and statewide delivery model supports our commitment to assisting the diverse needs of our students, from a wide range of socio-economic and cultural backgrounds, and in regional and remote locations. Our responsive approach allows us to adapt our offering to meet the needs of local industries by delivering training that strengthens local communities and provides real employment opportunities for graduates.

The distinguishing characteristic of all of TAFE Queensland's programs is that they are built to meet the needs of employers and the broader industry. Students engage in practical applied learning which gives them the skills they need to be job-ready and excel in their careers.

For more information about TAFE Queensland visit www.tafeqld.edu.au.

Your Opportunity

As the AMEP Case Manager, you will provide leadership, direction and coordination in the assessment and case management for AMEP clients, ensuring a consistent and professional approach in the delivery of services and support that is responsive to the needs of clients.

The position reports to the Industry Portfolio Manager, General Education.

Key Responsibilities

- Provide advice and information to clients on program entitlements, their rights and responsibilities, tuition options and support services such as child care placement.
- Manage educational placement that is responsive to the needs of eligible clients including TAFE classes, distance learning, self-paced modules or home tutoring.
- Build, manage and maintain positive, professional relationships with all contract partners and stakeholders to provide advice and input into the development and continuous improvement of support and services.

- Liaise with TAFE Queensland, TAFE English Language and Literacy Services (TELLS) Senior Education Consultants, TELLs AMEP Contract Services Officers and Community Liaison Officers to assess client and program needs and ensure compliance with contract requirements.
- Provide case management services for clients including addressing client changing needs, referral to specialised services, skills recognition, monitoring course attendance and progress, and conducting exit interviews.
- Undertake promotional activities across internal and external networks and agencies including culturally and linguistically diverse communities to raise the awareness of the AMEP.
- Facilitate and support the work placement of AMEP clients including workplace visits, simulated workplace environments and short work experience placements.
- Maintain an understanding of the commercial aspects of TAFE including financial and business performance and any impact from external factors.
- Actively engage with industry, business and the community.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Strong knowledge of adult education and training service delivery and strategies including English as a Second Language (ESL) services for a diverse range of clients.
2. Well-developed analytical, conceptual and innovative problem-solving skills to support client needs.
3. Excellent interpersonal, liaison and communication skills as evidenced in dealing with people from diverse cultural and linguistic backgrounds; interacting with stakeholders; managing relationships; and engaging with community groups.
4. High level organisational skills with the ability to meet deadlines, manage issues and establish work priorities, and to utilise applications including word processing, spread sheets and databases.
5. Displays flexibility and responsiveness and has the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.

Qualifications / Requirements

Mandatory requirement:

- Possession of a tertiary qualification from a recognised tertiary institution in one or more of the following fields: Educational, Vocational, Social Work or Counselling

Highly desirable requirements:

- A qualification to conduct International Second Language Proficiency Assessments or commitment to obtain. Training will be provided where necessary.
- Proficiency in a relevant community language would be an advantage.

Note: Proof of qualifications is required to be provided at interview.

How to Apply

To apply for this role, please provide the following:

- Submit a resume that highlights your qualifications and experience and includes contact details for at least two current referees.
- Submit a two page response on why you would be suitable for this position keeping in mind the key capabilities listed in the 'How you will be assessed' section of the role description.

For further information, please contact:

Jane McKellar
 Industry Portfolio Manager
 General Education
 0447 263 444

Additional Information

- Departmental employees are required to acknowledge they understand their obligations under the Queensland Government Code of Conduct and the department's Standard of Practice and agree to align their professional conduct to these obligations.
- The Child Protection Reform Amendment Act 2014 requires the preferred applicant to be subject to a working with children check as part of the employment screening process. It is an offence for a disqualified person to sign a blue card application form. Further details regarding the blue card system is available at: www.bluecard.qld.gov.au/
- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation.