

# **Education Support Staff Classroom Support Positions Role Description & Staff Expectations**



**YARRAWONGA COLLEGE P-12**  
*Dream Believe Succeed*

## Education Support Class

Education support class positions are diverse and cover the delivery of support services that include school administration and operations (e.g. human resources, finance, facilities,), school support services (e.g. library, laboratory, information technology), direct student and teaching support (e.g. classroom assistance to teachers, careers counselling, student health and wellbeing).

### EDUCATION SUPPORT CLASS LEVEL 1 RANGE 1

Positions at this range involve the performance of routine tasks that are carried out under supervision or direction. Where the role carries a degree of independence, this will involve a limited number of tasks being performed on a regular basis in accordance with well-established and clear priorities and procedures with limited scope for deviation.

Responsibilities may include but are not limited to the following:

#### DIMENSIONS OF WORK

Student/Teacher Support	Administration/Operations	Technical	Professional Services
<ul style="list-style-type: none"> <li>• Provide routine support for teachers</li> <li>• Communicate with teachers about routine matters</li> <li>• Assist teachers with communication with parents about routine matters</li> <li>• Provide basic physical and emotional care for students such as toileting, meals and lifting</li> <li>• Communicate with student/s about comprehension of basic tasks and information</li> <li>• Address immediate behaviour issues relating to specific students within a classroom setting</li> <li>• Assist with coordination and planning of student routines</li> <li>• Accountable for performance of allocated tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Perform routine administrative support, such as:               <ul style="list-style-type: none"> <li>(i) preparing standard documentation and data entry that requires little or no manipulation of information and/or data</li> <li>(ii) handling of customer enquiries and referral to appropriate personnel where appropriate</li> </ul> </li> <li>• Operate and instruct others in routine use of equipment and computer systems</li> <li>• Prepare standard correspondence</li> <li>• Provide routine customer service tasks such as reception, receipting payments and providing straightforward advice about the school</li> <li>• Provide routine support tasks with respect to grounds and school maintenance</li> <li>• Accountability relates directly to performance of allocated tasks</li> <li>• Administrative support in a technical environment</li> </ul>	N/A	N/A

### At the classroom level

As with any government organisation there are clear guidelines around maintaining professional behaviours whilst at work and also within the community. Working within a school is a highly responsible role to undertake, the staff are responsible for people's children whilst they are in the school's care.

The following are important for Education Support Staff at the college;

<b>Professionalism</b>	<ul style="list-style-type: none"> <li>• Always listen to and take advice from the teacher in charge.</li> <li>• Turning up to classes on time and being ready for work.</li> <li>• Mobile phones should only be accessed during break times.</li> <li>• Any communication with families should be through the classroom teacher unless discussed and approved on all occasions.</li> <li>• Always remain professional whilst working at the college during work hours, this includes appropriate conversations.</li> <li>• If there are concerns these should be raised immediately with the Classroom Teacher or Campus Principal to be resolved.</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• What happens at work is to be discussed at work with the Classroom Teacher or Campus Principal.</li> <li>• It's not OK to discuss students/families with other people outside of school, we are bound by a confidentiality agreement and are in a position of trust.</li> </ul>
<b>Social Media Presence</b>	<ul style="list-style-type: none"> <li>• Whether we like it or not our social media account says a lot about who we are and what we believe in. Be careful what you put on it.</li> <li>• Please ensure that you don't comment on what happens in a classroom or at school. Again this breaches the confidentiality aspect of your role.</li> </ul>

Thank you for being a part of the team at Yarrowonga College P-12, it is really important that we continue to develop as a highly professional and caring staff that provides the best possible environment for our students. As an Education Support staff member your role is a really important one and you have the potential to make a massive difference for all students that you support.