



Youth Education Support Worker

Position Details

Job Title:	Youth Education Support worker
Department:	Refresh and Renew Program
Location:	Avenue Neighbourhood House at Eley, 87 Eley Road, Blackburn South, 3130
Employment Type:	Casual (Mon - Thu 10am-2pm)
Reports to:	Program Coordinator/Lead Teacher

The Youth Education Support Worker provides classroom, administrative and wellbeing support to teachers and students participating in the ReFresh and ReNew educational re-engagement programs. The ReFresh and ReNew programs assist young people who have disengaged from mainstream education to successfully re-engage with learning through individual support, positive relationship building, and a safe, inclusive learning environment. The Youth Education Support Worker works collaboratively with teachers, youth workers and support staff to encourage attendance, participation, confidence, resilience and positive educational outcomes.

Key Responsibilities

Student Support

- Support students during classroom learning activities.
- Provide one-on-one and small group learning assistance.
- Reinforce teacher instructions and learning objectives.
- Encourage positive learning behaviours and participation.
- Assist students to remain engaged during lessons.
- Support students with literacy, numeracy and digital learning tasks.
- Assist students with organisation and study skills.
- Provide encouragement and motivation to build confidence and independence.

Classroom Support

- Assist with classroom setup and pack-up.
- Support practical learning activities and excursions.
- Supervise students during breaks, transitions and community activities where required.
- Assist teachers in implementing individual learning plans.

Student Wellbeing

- Develop respectful and supportive relationships with students.
- Promote a safe, welcoming and inclusive learning environment.
- Recognise signs of student distress and respond appropriately within organisational procedures.
- Apply trauma-informed and culturally responsive practices.
- Encourage positive communication, emotional regulation and conflict resolution.
- Support students to develop resilience, confidence and social skills.

Behaviour Support

- Assist teachers to implement positive behaviour support strategies.
- Encourage respectful interactions between students.
- Use de-escalation techniques when appropriate.
- Maintain appropriate professional boundaries.
- Report behavioural concerns promptly.

Administration

- Maintain accurate attendance records where required.
- Assist with student documentation and filing.
- Support data collection and program reporting.
- Maintain confidentiality of student information.

Teamwork

- Work collaboratively with teachers, wellbeing staff and external support agencies.
- Participate in team meetings and professional development.
- Share observations that contribute to student support planning.
- Contribute positively to the learning culture of the organisation.

General Responsibilities

- Follow all organisational policies and procedures.
- Comply with Child Safe Standards.
- Maintain privacy and confidentiality.
- Follow Occupational Health and Safety requirements.
- Promote equity, diversity and inclusion.
- Participate in ongoing professional learning.

Essential Selection Criteria

Qualifications

- Certificate III or IV in Education Support (or willingness to obtain).
- Current Working with Children Check.
- National Police Check.
- Current First Aid and CPR (desirable).

Knowledge and Experience

- Experience supporting young people in educational or community settings.
- Understanding of trauma-informed practice.
- Understanding of positive behaviour support.
- Knowledge of child safety obligations.
- Experience working with young people experiencing educational disadvantage is highly desirable.

Skills

- Excellent interpersonal and communication skills.
- Ability to build rapport with young people.
- Strong organisational skills.
- Ability to work independently and within a multidisciplinary team.
- Sound computer skills.
- Ability to maintain confidentiality.
- Strong problem-solving and conflict resolution skills.

Personal Attributes

The successful applicant will demonstrate:

- Empathy and compassion.
- Patience and resilience.
- Reliability and professionalism.
- Initiative and flexibility.
- Respect for diversity.
- A positive, encouraging attitude.
- Strong ethical standards.
- Commitment to improving educational outcomes for vulnerable young people.

Key Relationships

- Teachers
- Youth Workers
- Program Coordinator
- Administration Staff

Performance Indicators

Success in this role will be demonstrated by:

- Positive student engagement and participation.
- Improved student attendance.
- Effective classroom support.
- Positive relationships with students and staff.
- Accurate administrative practices.
- Compliance with organisational policies.
- Contribution to a safe and inclusive learning environment.
- Active participation in professional development.

Physical Requirements

The role may involve:

- Standing for extended periods.
- Assisting with classroom setup.
- Supervising outdoor activities.

- Occasional lifting of educational resources.

in accordance with organisational needs.