



POSITION DESCRIPTION

Tutoring Program

Tutoring Support Worker

Position Title: Tutoring Support Worker

Reports to: Volunteer and Fundraising Manager

Responsible for: Supporting the volunteer Tutoring Program

Location: Various locations connected to Weave's Malabar office

Employment Details and Remuneration:

Employer: Weave Youth and Community Services

Hours: Part time; 10 hours a week
2pm - 6pm (one day per week)
3pm – 6pm (two days per week)

Status: 12 month fixed term contract

Award: Social Community Home Care and Disability Services
Industry Award 2010 (SCHCADS)

Grade: SCHCADS SACS Level 2 Paypoint 2.1-2.2 \$29.12-\$30.03. Weave pays above the SCHCADS award. The Weave hourly rates for Level 2.1-2.2 is currently \$31.62-\$32.61 exclusive of superannuation and annual leave loading.

Benefits: Leave loading @17.5% plus salary packaging options available. Hourly rate calculated on 35 hours per week.



ABOUT THE PROGRAM:

Weave's Tutoring Program was established in 2009, in response to the increasing number of children and young people needing extra support and guidance with their school work.

It's a free service offered to families in our communities who experience financial hardships.

Educational Support

Our volunteer tutors assist children and young people with:

- Core Maths, Science, and English subjects
- Transition to high school
- NAPLAN
- Higher School Certificate preparation
- Basic reading and writing for children and young people with low levels of literacy

Priority Areas

Students come from many walks of life. Our program prioritises students who fall into any of the following criteria:

- Aboriginal and/or Torres Strait Islander
- Culturally or linguistically diverse
- Refugee status or background
- Migrant and/or asylum seeker
- Lives in social housing
- Single parent family
- Low income earning family
- Parents/Carers possess a Centrelink health card or Pension Card

ABOUT WEAVE YOUTH AND COMMUNITY SERVICES:

Weave Youth & Community Services works on the land of the Gadigal and Bidjigal people. We provide a range of services to socially and economically excluded young people, women and families who live in the City of Sydney Local Government Area as well as the Maroubra/La Perouse, Inner West and Woolloomooloo.

Weave was established in 1976. The team at Weave are dedicated, experienced and are well recognised for their engaging work with young people, women and families, community development work and pioneering new therapeutic approaches. Please refer to our Vision, Mission, Values and Culture at the end of this document. For more information about Weave please visit our website: www.weave.org.au



SUMMARY OF THE POSITION:

The Tutoring Support Worker is responsible for the delivery and support of the Weave Tutoring Program. The position will be required to support and build relationships with all volunteer tutors, students and their families.

You will also check and maintain records of all volunteer data, including Working With Children Checks.

The Tutoring Support Worker will liaise with the Volunteer and Fundraising Manager and the Tutoring Coordinator to further develop, implement any new ideas and continuously improve the program when needed.

This is a busy and rewarding role. The position would suit an individual wanting to work part-time, who possesses a solid track record managing volunteers. The incumbent of the role will also have a passion for social justice and will be able to communicate effectively with a diverse range of people.

KEY RESPONSIBILITIES:

- Oversee the effective operation of the Weave **Tutoring Program** for students connected to the South East Sydney area;
- Provide an approach to volunteer coordination that is confident, patient, welcoming and supportive
- Support the students and their families
- Track student/volunteer attendance on Weave's databases
- Supervise tutoring sessions
- Support tutors with questions relating to their volunteering, including connecting them to academic supports, study resources, and appropriately referring any concerns regarding the student/family to an appropriate Weave staff member
- Schedule tutoring sessions and communicate any changes to the schedule with volunteers and students/families
- Check in with the volunteers you supervise at least bi-monthly to assess volunteer satisfaction
- Check in with the students and/or families you supervise at least bi-monthly to assess participant satisfaction
- Work with the Volunteer and Fundraising Manager to deliver volunteer orientation, induction, ongoing training and appreciation events
- Work with the Volunteer and Fundraising Manager to advertise and promote the tutoring program to prospective students/families and volunteers
- Ensure the development and/or updating of all volunteer role descriptions as duties change and evolve, and report any changes in this need to the Volunteer & Fundraising Manager
- Support with program evaluation, including dissemination of surveys



YOUTH & COMMUNITY SERVICES

- Keep up-to-date records of all applications and details of program
- Ensure all volunteers have current New South Wales Working With Children Check clearance and ensure all information is current on the database
- Ensure all Volunteer Agreements and policies are current
- Ensure all databases are up to date
- Check references for all potential volunteers

Participate in Continuous Quality Improvement (CQI) initiatives by;

- Identify areas for quality improvement related to Weave's Tutoring Program and implement changes where appropriate in consultation with senior management
- Participate in regular supervision meetings with the Volunteer and Fundraising Manager

Maintain and manage volunteer information;

- Maintain computerised Tutoring Database and digital personnel records for volunteers.
- Collect and report statistics on volunteer recruitment, attrition, contribution, satisfaction and appreciation/acknowledgement activities.
- Review and update current volunteer forms, also develop new forms as required.

GENERAL RESPONSIBILITIES OF ALL WEAVE STAFF:

- Work as part of the wider Weave team displaying effective team membership.
- Participate in Weave staff meetings, retreats, planning days, training and performance appraisals as required
- Perform all duties in accordance with the Weave Code of Conduct and Weave policies and procedures
- Maintain a commitment to EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity
- Take responsibility to ensure Weave is a warm, inviting and hospitable environment for everyone to enjoy; treat people like you would if they were guests in your home
- Notice when things are untidy and clean up as needed
- Make sure all visitors to the centre are welcomed and looked after including offering cups of tea, coffee, water etc. and that they get the assistance they came for, or at least information and referral if Weave cannot assist directly
- Hospitality is a shared responsibility of the whole of the Weave team and is included in the job descriptions of all staff
- Support and maintain a healthy Weave culture and embody the "Magic of Weave" ethos and values
- Expectations of workers roles can change according to the needs of the community and available resources



SKILLS AND ATTRIBUTES:

- Highly developed time management and organisational skills demonstrating attention to detail and the ability to complete tasks in a timely manner
- Ability to work independently and use initiative
- Strong communication skills, both verbal and written
- Strong advocacy skills
- Demonstrated interpersonal and relationship building skills
- Ability to work as a team member and with a high degree of autonomy
- Strong computer and IT literacy skills
- Common sense and an excellent sense of humour

SELECTION CRITERIA:

Qualifications, experience and mandatory requirements

- 1) Tertiary qualifications in social sciences, health, education or other relevant field or equivalent years of experience
- 2) Demonstrated strong computer and IT literacy skills
- 3) Excellent written, verbal and interpersonal communication skills; with a flair for communicating with a diverse range of people
- 4) Demonstrated superior program planning, implementation and coordination skills; including the ability to independently lead program development initiatives
- 5) Excellent presentation skills, with the ability to promote volunteering in external forums
- 6) Good understanding of social justice issues facing people who live in the Redfern/Waterloo/La Perouse areas
- 7) Demonstrated experience in working with diverse stakeholders to facilitate a positive and harmonious environment
- 8) Current New South Wales Working With Children Check clearance
- 9) Willingness to provide a current NSW Police Check if successful in role

Desirable criteria:

- 1) Professional experience as a volunteer coordinator, ideally in a community, human services, not-for profit, healthcare or youth focussed organisation
- 2) A Certificate IV Volunteer Program Coordination