



## POSITION DESCRIPTION

<b>Organisation:</b>	Workers' Educational Association Illawarra
<b>Position Title:</b>	Outreach Support Officer
<b>Business Unit /Team:</b>	The Community College
<b>Location:</b>	Head Office
<b>Industrial Instrument:</b>	WEA Illawarra Enterprise Agreement 2019
<b>Classification:</b>	Schedule B, Level 7
<b>Reports to:</b>	Leader of The Community College
<b>Date Approved:</b>	April 2026

### Our Vision and Purpose

<b>WEA Co Vision</b>	Connected and thriving communities of lifelong learners
<b>WEA Co Purpose</b>	Empowerment through learner-centred education and training
<b>WEA Co Strategic Intent</b>	To be the region's go-to provider for lifelong learning - visible, valued, and deeply connected to our community

### Living the WEA Co Values

<b>Value</b>	<b>What it means in practice</b>
<b>Integrity</b>	We assess our practices openly and honestly. We learn from our mistakes and meet our commitments. Our actions match our words, and our work, whatever it is, contributes to something greater than ourselves.
<b>Inclusion</b>	We embrace the work necessary to create equity for all. We acknowledge painful histories, confront biases, change our policies and hold each other accountable.
<b>Collaboration</b>	We embrace working together in partnership with each other, students and a wide range of stakeholders. We value bringing together a spectrum of expertise, backgrounds and perspectives, because that's where the best thinking comes from.
<b>Innovation</b>	We do it the WEA Co way. Our success - and much of the fun - lies in developing new ways of doing things.



### Position Purpose

The Outreach Support Officer leads and coordinates outreach, community engagement, and learner support activities that improve access to, and outcomes in, education and training within The Community College by WEA Co (RTO ID 90297).

The role operates across two core domains: engaging new learners through community partnerships and outreach activities, and supporting current learners to enter, remain in, and progress through education and training pathways.

Through this work, the role contributes to increased participation, retention, and progression outcomes, with a particular focus on individuals and communities who may face barriers to participation, in line with the objectives of the Adult and Community Education (ACE) and National Skills Agreement (NSA) Outreach Support Program.

Working in partnership with Program Specialists and training and administrative team members, the Outreach Support Officer provides insights into community needs and learner experiences to inform inclusive, accessible, and responsive learning pathways, while maintaining strong referral networks and support systems for learners.

In line with WEA Co's commitment to connected and thriving communities of lifelong learners, the role contributes to safe, inclusive, and culturally responsive environments, supporting individuals with varying social, emotional, and support needs to engage in education and training.

### Key Accountabilities & Responsibilities

Key Result Area	Key Activities
Learner Support and Engagement (LS)	<ul style="list-style-type: none"><li>Engage with prospective and current learners to understand their goals, strengths, and barriers to participation, and support them to access appropriate education and training pathways</li><li>Support learners prior to enrolment, including providing guidance on course suitability and readiness, and facilitating language, literacy, numeracy, and digital (LLND) assessment processes where required</li><li>Provide ongoing learner support to improve engagement, retention, and progression, including follow-up with learners who are disengaged or at risk of withdrawal</li><li>Identify barriers to participation and develop appropriate support responses, including referral to internal or external services for additional support</li></ul>



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- Build and maintain trusted relationships with learners, supporting them through coaching, mentoring, and structured support interactions
- Contribute to the development and implementation of individualised support approaches, including coordination with Program Specialists, trainers and other team members to support learner outcomes
- Maintain appropriate professional boundaries and ensure referrals are made where specialist or clinical support is required
- Proactively monitor learner engagement and take action to support retention and progression outcomes

## Outreach and Community Engagement (CE)

- Lead and coordinate outreach activities to increase awareness of, and access to, Community College programs for priority cohorts and communities
- Build and maintain relationships with community organisations, service providers, schools, and other stakeholders to support referral pathways and learner engagement
- Identify underserved or marginalised cohorts and contribute to targeted engagement strategies to improve participation in foundation skills and ACE programs
- Represent WEA Co at community events, interagency meetings, and engagement activities to promote programs and build partnerships
- Develop and maintain a network of community contacts to support ongoing outreach, engagement, and referral opportunities
- Gather insights from community engagement activities to inform program accessibility and responsiveness in partnership with Program Specialists
- Maintain ownership of community engagement and referral relationships, including accountability for developing and sustaining referral pathways that contribute to learner enrolment and participation outcomes
- Contribute to the development of collaborative initiatives with community partners that support learner access and participation
- Contribute to increasing learner participation and enrolment outcomes through proactive outreach and engagement activities



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<p><b>Enrolment and Pathway Support</b></p>	<ul style="list-style-type: none"> <li>• Support enrolment and orientation processes, including gathering relevant learner information and assisting in the development of learner profiles</li> <li>• Apply a trauma-informed and culturally responsive approach when supporting enrolment, recognising the impacts of social, emotional, and environmental factors on participation</li> <li>• Assist learners to navigate enrolment requirements, eligibility, and course expectations</li> <li>• Contribute to identifying learner needs and pathways, supporting alignment between learner goals and available training opportunities</li> <li>• Provide input into identifying emerging learner needs and potential program opportunities based on enrolment and engagement data</li> </ul>
<p><b>Collaboration, Reporting and Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Work collaboratively with Program Specialists, trainers, and other team members to support learner outcomes and program delivery</li> <li>• Participate in internal and external meetings, including Community of Practice, interagency networks, and sector forums, to support engagement and knowledge sharing</li> <li>• Maintain accurate records of outreach and learner support activities in line with program and reporting requirements</li> <li>• Complete and maintain required reporting in line with ACE and NSA Outreach Support Program requirements, ensuring accuracy, timeliness, and alignment with organisational data</li> <li>• Use insights from learner and community engagement to contribute to continuous improvement of programs, processes, and service delivery</li> <li>• Engage in professional development and reflective practice to maintain and build capability in outreach, learner support, and community engagement</li> <li>• Work in partnership with Program Specialists to ensure clear transition of learners from outreach and engagement into program participation, with defined roles in maintaining engagement and communication in partnership with Program Specialists</li> </ul>
<p><b>General Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Actively engage in ongoing professional development to maintain and build capability in outreach, learner support, and community engagement</li> </ul>



- Work in accordance with all WEA Co policies, procedures, and legislative requirements
- Contribute to safe, inclusive, and culturally responsive environments for learners, team members, and community stakeholders
- Maintain positive and professional relationships with learners, community partners, and internal team members
- Contribute to the broader operations of WEA Co through collaborative and flexible support, consistent with the scope and classification of the role
- Participate in organisational meetings, Communities of Practice, and sector forums as required
- Undertake other duties as reasonably directed, consistent with the scope and classification of the role.

## Capabilities and Experience

This section outlines the capabilities required to successfully perform the role.

Capabilities may be demonstrated through a combination of qualifications, professional experience, and applied skills.

### Mandatory Requirements

*(Where required by legislation, regulation, or organisational policy)*

- Eligibility to work in Australia
- Ability to meet role-specific compliance requirements, including Working With Children Check and National Police Check (where applicable)

### Capabilities and Experience

- Demonstrated experience in community engagement, learner support, case management, or a related field, preferably within education, training, or community services
- Demonstrated ability to build and maintain effective relationships with a diverse range of people, including community organisations, service providers, and individuals with complex social and emotional needs
- Strong capability in engaging and supporting individuals who may face barriers to participation, including those from disadvantaged, marginalised, or underrepresented cohorts
- Demonstrated ability to operate with a high level of autonomy, applying sound judgement to manage competing priorities and respond to complex situations
- Proven ability to identify barriers to participation and implement appropriate support strategies, including referral to internal and external services



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- Experience coordinating outreach, engagement, or support activities, including planning and prioritising work across multiple stakeholders and environments
- Strong communication and interpersonal skills, including the ability to build trust, influence engagement, and represent the organisation in community and stakeholder settings
- Demonstrated ability to gather and apply insights from learner and community engagement to inform service delivery and improve outcomes
- Proficiency in using systems and technology to maintain accurate records, track engagement activities, and support reporting requirements
- Ability to work collaboratively with team members across functions, contributing to shared outcomes while maintaining clear role boundaries
- Demonstrated commitment to inclusive, culturally responsive, and trauma-informed practice
- Commitment to continuous professional development and reflective practice

### Compliance and Regulatory Requirements

This role is subject to compliance requirements including evidence of work rights in Australia, NSW Working With Children Check clearance (where applicable), and other pre-employment checks as required by legislation or organisational policy.

### Work Health and Safety

WEA Co is committed to providing a safe and healthy workplace for its workers, students, and visitors. All members of the WEA Co have a collective and individual responsibility to work safely and be engaged in activities to help prevent injury and illness.

In addition to the major accountabilities and responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction given by WEA Co.
- When and if required identify, assess, and eliminate risk or reduce risk within the Colleges places of work.
- Report, record and follow-up on all reported hazards accurately and in a timely manner. Ensure hazards are effectively controlled.
- Demonstrate a commitment to continuous Health and Safety improvements.

[weaco.com.au](http://weaco.com.au)

WEA Co is operated by Workers' Educational Association Illawarra  
ABN 14 062 944 950

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