



## Application and Selection Criteria

<b>Organisation:</b>	Workers' Educational Association Illawarra
<b>Position Title:</b>	Outreach Support Officer
<b>Business Unit /Team:</b>	The Community College

## 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.

### Selection Criteria - How to Guide

The following criteria outline the knowledge, skills, and experience required to perform the role effectively.

When preparing your application, please provide examples that demonstrate how you meet the essential criteria. This may be included within your cover letter or as a separate document.

Where possible, use specific examples from your work, study, or community experience to show:

- what you did
- how you approached it
- and the outcome or impact

You are not required to address every desirable criterion; however these may be used to differentiate candidates during the selection process.

Please keep your response concise and focused, with a maximum length of **four (4) pages**.

### Selection Criteria - Essential

- Demonstrated experience in outreach, community engagement, or learner support within education, training, or community services environments (*Including experience working with individuals and communities who face barriers to participation*).
- Proven ability to build, manage, and sustain effective relationships with community organisations, service providers, and stakeholders (*With a clear focus on developing referral pathways that lead to increased participation and engagement*).
- Demonstrated capability to proactively identify and engage new learner cohorts and community opportunities (*Including the ability to recognise emerging needs and translate these into increased access, participation, and enrolment outcomes*).
- Strong ability to gather, interpret, and apply insights from community and learner engagement to inform program direction and organisational focus (*Including providing feedback that supports the development of current and future program streams*).
- Demonstrated ability to support individuals with complex social, emotional, or environmental barriers to participation (*Including applying a trauma-informed and culturally responsive approach and facilitating appropriate referrals*).
- Proven ability to work with a high level of autonomy, managing competing priorities and operating across multiple environments (*While maintaining focus on agreed outcomes and role boundaries*).
- Strong communication and interpersonal skills (*Including the ability to build trust, influence engagement, and represent the organisation effectively in community and stakeholder settings*).

- Experience coordinating activities across multiple stakeholders, with the ability to maintain momentum from outreach through to learner participation (*Including supporting effective transition from engagement to enrolment and program participation*).
- Demonstrated ability to contribute to reporting, data collection, and continuous improvement processes (*Including maintaining accurate records and using data to inform practice and outcomes*).
- Demonstrated commitment to inclusive, culturally responsive, and values-aligned practice (*Consistent with WEA Co's commitment to equity, inclusion, and lifelong learning*).

### Selection Criteria - Desirable

- Experience working within the Adult and Community Education (ACE), vocational education and training (VET), or foundation skills sector (*Including familiarity with programs that support learners with literacy, numeracy, or digital skill development*)
- Demonstrated experience identifying emerging community needs and contributing to the development of new programs, initiatives, or service offerings (Particularly where this has led to *increased participation or engagement*)
- Established networks or connections within relevant community, government, or support service sectors (*Including experience working with organisations supporting disadvantaged or marginalised cohorts*)
- Experience working with referral-based service models and building structured referral pathways (*Including collaboration with multiple agencies to support learner access and outcomes*)
- Experience using data, insights, or community feedback to inform planning, decision-making, or service improvement
- Understanding of trauma-informed practice, cultural safety, and working with diverse communities (*Including Aboriginal and Torres Strait Islander communities, CALD communities, and people with disability*)
- Experience engaging with schools, employers, or community groups to support pathways into education, training, or employment
- Familiarity with reporting requirements or compliance environments within funded programs (*Including experience contributing to program reporting, data tracking, or outcome measurement*)

### Selection Criteria - Other Requirements

- Eligibility to work in Australia
- Ability to obtain and maintain a Working With Children Check and National Police Check
- Ability to travel locally and attend events outside standard hours where required



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