



POSITION DESCRIPTION

LEARNING & WELLBEING ENGAGEMENT OFFICER

THE COLLEGE

St Patrick's College Townsville is a Catholic and Independent Secondary Girls' College with a proud tradition of excellence in the education of young women. Responsibility for the governance of the College rests with a Governance Board of Directors and with Mercy Partners, a canonical body which governs Mercy ministries in Queensland. Located on The Strand in Townsville, we endeavour to nurture our students, who are both boarders and day girls, in becoming women of independent spirit and compassion, within an environment that promotes excellence, creativity and leadership.

OUR VISION

St Patrick's College Townsville ignites a passion for knowledge, wonder and curiosity, empowering all to be courageous and compassionate.

GENERAL INFORMATION

Position Information

Position Title	Learning and Wellbeing Engagement Officer
Classification	Level 5
Status	Continuing
Employment Type	Term-Time
Agreement	Catholic Employers Single Enterprise Collective Agreement Religious Institute Schools Queensland 2023-2026
Team/Department	Pastoral
Reports to	Dean of Student Wellbeing

Employment Information

Employer	St Patrick's College Townsville
Location	45 The Strand, North Ward Qld 4810

Further Information

For further information about the role, please contact hr@stpatscollege.qld.edu.au





PURPOSE

The Learning and Wellbeing Engagement Officer assists students to engage positively in learning and College life by promoting attendance, punctuality, engagement, wellbeing and positive behaviours for learning. The role provides direct practical and culturally responsive support to students across the day school and boarding environment, particularly where students require assistance to establish routines of attendance, participation and engagement. The position supports student wellbeing and educational outcomes through student support processes, Indigenous programs, scholarships and community engagement initiatives, while also coordinating a range of pastoral and wellbeing support activities.

QUALIFICATIONS/REQUIREMENTS OF THE ROLE

Requirements of the Role

- Current Queensland Working with Children Clearance (Blue Card).
- Strong organisational, interpersonal, and communication skills.
- Proficiency in Microsoft Office and College information systems.
- Effective computer, numeracy and literacy skills.
- Ability to be flexible, multi-task and work effectively as a member of a team is essential.
- Ability to work collaboratively with colleagues and liaise effectively with students, families, and the broader College community.

Preferred Qualifications of the Role

- Certificate or qualification in Aboriginal and/or Torres Strait Islander Education/Studies, Education Support, Youth Work or a related field.
- Experience in an educational or community-based setting.
- Familiarity with the challenges and opportunities faced by Indigenous students in an educational context.
- Knowledge and understanding of Aboriginal and Torres Strait Islander histories, cultures, and perspectives will be highly regarded.
- First Aid & CPR Certificate (or willingness to obtain).

FACTORS OF THE ROLE

Knowledge Application

- Applies specialised knowledge of student engagement practices to support educational and wellbeing outcomes across a range of students.
- Applies knowledge of Aboriginal and Torres Strait Islander cultures, community contexts and Indigenous programs to support educational outcomes.
- Interprets and applies College policies, programs and procedures across a range of student support situations.

Accountability

- Accountable for planning and prioritising own work activities to achieve student support and engagement outcomes.
- Responsible for the accuracy and confidentiality of student records, data and program documentation.
- Contributes to student engagement and wellbeing outcomes through direct support activities, while operating within defined role boundaries and established procedures.

Scope and Complexity

- Performs a broad range of interrelated student support, wellbeing and administrative functions requiring judgement and initiative.
- Coordinates activities across multiple areas including learning support, wellbeing and engagement initiatives.
- Exercises judgement in responding to diverse and sensitive circumstances requiring interpretation of established practices.





Guidance

- Works under limited direction within established procedures and practices, with autonomy in routine student support and administrative tasks.
- Receives direction from the Dean of Student Wellbeing and Deputy Principal – Students (Day & Boarding), and other senior staff regarding priorities and specific student support activities.
- Seeks guidance for unfamiliar, complex, or sensitive matters and escalates appropriately in line with College expectations.

Decision Making

- Makes decisions within established procedures relating to student support, wellbeing and engagement initiatives.
- Applies discretion in interpreting College guidelines and responding to routine student, family and community matters.
- Decisions primarily affect own work and immediate student support outcomes and contribute to broader team effectiveness, while remaining guided by established standards and supervisory direction.

Problem Solving

- Resolves a range of student support and operational issues using judgement, experience and established practices
- Develops practical solutions and recommendations within the scope of the role.
- Escalates unfamiliar, complex, or high-risk problems to leadership.

Contacts and Relationships

- Interacts professionally and respectfully with students, families, staff, community representatives and external stakeholders.
- Provides advice and support to strengthen engagement between the College and First Nations communities.
- Liaises on sensitive matters requiring discretion, diplomacy and cultural awareness.

Negotiation and Cooperation

- Works collaboratively with leadership, teaching, pastoral, boarding, and wellbeing staff to coordinate student support and engagement activities.
- Uses tact, persuasion and interpersonal skills to encourage engagement, participation and cooperation.
- Facilitates effective communication between families, community representatives and College staff.

Management Responsibility/Resource Accountability

- Responsible for own work outputs and the appropriate use of College systems, records and resources.
- Supports the effective use of resources related to student programs, data, and documentation.
- No direct supervisory responsibility but contributes to the effectiveness and reliability of student support and wellbeing functions across the College.

TYPICAL DUTIES

The typical duties of the role may include:

- Support student attendance, punctuality, engagement and positive behaviours for learning, including assisting students to successfully participate in classroom and College activities.
- Provide direct support to students experiencing learning, engagement or wellbeing challenges, including escorting students to classes, appointments and other support services as required.
- Assist with the preparation and maintenance of student support documentation, including education plans, behaviour plans, profiling observations, attendance records and engagement data.
- Support the administration of Indigenous education programs, scholarships and bursaries, including QATSIF, AIEF and NIAA programs, and associated reporting requirements
- Monitor and support student wellbeing processes, including supervising students withdrawn from class and promoting timely re-engagement with learning in accordance with College procedures.





- Foster positive relationships with students, families, staff, Elders and community stakeholders, supporting culturally responsive practices and effective communication.
- Contribute to the implementation of the College Reconciliation Action Plan and initiatives that strengthen Aboriginal and Torres Strait Islander student engagement, wellbeing and educational outcomes.
- Provide administrative and logistical support to the pastoral team, including coordinating appointments, maintaining records, responding to enquiries and assisting with the organisation of wellbeing and pastoral initiatives.
- Perform any other reasonable administrative or operational support duties as directed by the Dean of Student Wellbeing or College Leadership Team, to ensure effective workflow and contribution to broader College operations.

For a comprehensive overview of the operational responsibilities associated with this role, refer to Duties Statement attached to this Position Description.

GENERAL EXPECTATIONS OF STAFF OF THE COLLEGE

- To support and contribute to the Strategic Plan and Mission of the College: to promote fullness of life and nurture excellence in learning for all young women in a joyful environment.
- To dress, act and communicate in a professional manner that upholds the reputation of St Patrick's College Townsville.
- To adhere to the Workplace Health & Safety and Risk Management practices of the College.
- To seek opportunities for professional development.
- To maintain confidentiality and not denigrate the College in any way within the community.
- To attend staff meetings when required by the College Leadership Team.

DUTIES AND EMPLOYMENT CONDITIONS

All staff at St Patrick's College Townsville are employed under Catholic Employing Authorities, Single Enterprise Collective Agreement – Religious Institute Schools of Queensland 2023 - 2026, which provides information in relation to levels of remuneration, leave, expected duties and work practices.

The College reserves the right to alter roles and responsibilities at any point in time.

ST PATRICK'S COLLEGE TOWNSVILLE – COMMITMENT TO CHILD SAFETY

St Patrick's College Townsville is committed to child safety. As educators, we strive to provide a safe, happy, and empowering environment that builds confidence, resilience, and self-esteem. We foster respectful and caring relationships between staff and students, ensuring positive interactions that contribute to the overall wellbeing of every child.

We support and respect every child, as well as our staff and volunteers, and we are committed to their safety, participation, and empowerment. The College has a zero-tolerance approach to child abuse. All allegations and safety concerns are treated with the utmost seriousness and addressed in line with our regularly reviewed policies and procedures, which are available on our website. We recognise our legal and moral obligations to notify the appropriate authorities when concerns for a child's safety arise, and we provide clear processes for students, families, and staff to raise concerns or offer feedback.

St Patrick's College Townsville is dedicated to preventing child abuse and identifying risks early in order to remove or reduce them. We work proactively with student and parent stakeholders, delivering educational programs which ensure risk and rights consciousness. We maintain robust human resources and recruitment practices for all staff and volunteers, and we are committed to providing regular training and education to our community on child safety and abuse prevention.





We uphold the cultural safety of children from culturally and linguistically diverse backgrounds, and we are dedicated to providing an inclusive and safe environment for children with disability. We are also committed to ensuring that Aboriginal and Torres Strait Islander students in our care are supported to maintain their cultural identity and connections with family and community.

Through strong policies, procedures, and training, our leadership team, staff, and volunteers are equipped to uphold these commitments and ensure the safety and wellbeing of all children in our care.

Position Description approved by:

KATH LITTLE
College Principal

I have read and accept the position as set out above.

NAME	
SIGNATURE	
DATE	

