Job Title:	Student Wellbeing Coordinator
Job No:	AA 202
Department/Business Unit:	Student Support Services
Accountable to:	Chief Academic Officer
Reporting to:	Student Support Services Manager
Our Vision:	The aviation and aerospace Centre of Excellence for learning and development.
Our Values:	Work Together, Be Accountable, Safety at the Heart of Everything, We Do, Act Innovatively, Deliver on Customer Needs

PURPOSE

The Student Wellbeing Coordinator provides on-the-ground, student-facing support across all Aviation Australia locations. As part of the Student Support Services team, the role is responsible for designing and delivering inclusive wellbeing programs, events, and initiatives that support learners throughout their aviation education journey. A key focus is coordinating student life activities, managing individual wellbeing cases, and connecting students with appropriate internal and external support networks, including third-party providers and community services.

The Student Wellbeing Coordinator also contributes to the development of an innovative and digitally integrated Student Support Strategy that enhances organisational processes and service delivery. In addition, the role provides appropriate social and emotional support to students, fostering a safe, equitable, and engaging learning environment.

RESPONISBILITIES

- Collaboratively design, implement, and maintain sustainable wellbeing programs that support students emotionally and socially, foster connection and inclusion, and respond to the evolving needs of learners throughout their aviation education journey.
- Design, implement, and continuously enhance digital administrative systems and workflows that enable the efficient delivery of student-facing services, while contributing to the development and refinement of student-related policies, procedures, and documentation
- Work collaboratively with other business units across the organisation to help build a positive learning environment and ensure students are well supported in their learning journey.
- Monitor and track student and course progression from a wellbeing perspective, identifying factors that may impact student safety, inclusion, or overall experience, and recognising procedural or systemic issues that may affect student outcomes.
- Provide case management support for students experiencing wellbeing challenges, ensuring appropriate referrals, follow-ups, and documentation are maintained.

- Coordinate key milestone events such as graduations, student celebrations, and recognition ceremonies as part of a whole-of-organisation strategy that is both sustainable and inclusive, enhancing the overall student experience.
- Develop and deliver an annual program of co-curricular events for students focused on encouraging connections with Aviation Australia and the student body in general.
- Support the general welfare arrangements for overseas students to support their enrolment requirements and monitor their welfare on a regular basis as per ESOS Standards.
- Collaborate with third-party service providers and community services to coordinate targeted activities that support groups of students with specific social, emotional, or cultural needs, contributing to a positive student experience and the provision of holistic care
- Act in a supportive capacity during incidents related to student safety, equity, and inclusion, including formal complaints. Ensure all actions align with organisational policies and procedures, while prioritising student wellbeing and procedural fairness.
- Ensure Aviation Australia complies with all educational and support services required under Australian Skills Quality Authority (ASQA), Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and ESOS National Code guidelines.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake additional responsibilities, as required by the accountable/reporting manager and senior management, to support the Student Support Services team, including providing coverage during periods of absence.

- Comply with the requirements of Aviation Australia's:
    - Code of Conduct
    - Work Health and Safety legislation
    - Policies and procedures

AUTHORITIES

Student Wellbeing Coordinator has the authority to:

- Access and manage confidential information shared by students, the organisation, or external providers for the purpose of case management and delivering appropriate wellbeing support, while adhering to relevant policies and legislation.

SELECTION CRITERIA

Qualifications

- Certificate IV or higher-level qualification in Youth Work, Community Services, Social Science, or a related field will be highly regarded.

- Additional studies in learning and student support are desirable.

Experience

Essential

- Demonstrated experience in a Student Welfare/Support Services role or similar.

Desirable

- Administration experience in the education sector.
- Experience in the community services providing support to teens, young adults and adults.
- Experience in providing support services in an education sector.

Knowledge and Skills

Essential

- Demonstrated ability to facilitate group sessions, deliver engaging presentations, and speak confidently in public settings.
- Skilled in tailoring communication to diverse audiences and contexts to support student wellbeing, engagement, and inclusion.
- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Superior interpersonal and customer service skills with the ability to always display a courteous and professional manner.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Ability to manage sensitive situations with discretion, professionalism, and empathy.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Demonstrated proficiency in using contemporary digital platforms and tools, including Microsoft Office, Canva, Microsoft Teams, and social media. Ability to confidently navigate and adopt new technologies in a fast-paced, innovation-driven environment to support student engagement and wellbeing.
- Preparedness to undertake training as required.

Desirable

- Knowledge and/or understanding of aviation industry.

Personal Qualities

Essential

- Enthusiastic, energetic and motivated approach to work.
- Demonstrates empathy, compassion, and discretion when supporting students through sensitive or complex circumstances.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Works independently and collaboratively within a flexible, solution-focused team environment.
- Takes initiative, demonstrates accountability, and contributes proactively to team and organisational goals.
- Adapts confidently to change and remains resilient in dynamic or high-pressure environments.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.
- Engages in reflective practice and seeks feedback to continuously improve personal and professional effectiveness.