



Position Title	Indigenous Support Officer
Reports To	Dean of Students
Department	Senior School
Location	All Souls St Gabriels School
Employment Conditions	As per the All Souls St Gabriels School Enterprise Agreement
Classification	School Officer, Level 2
Contact Officer	Dean of Students
Phone	07 4787 1433
Email	employment@allsouls.qld.edu.au

About All Souls St Gabriels School

All Souls St Gabriels School (ASSG) is an independent, co-educational, Pre-prep to Year 12 day and boarding school in the Anglican tradition. Located in Charters Towers, 130km southwest of Townsville, the School caters to students from all over Queensland and the Northern Territory. Charters Towers is an educational hub hosting several well-established boarding schools.

Our Mission

To nurture young people in the development of their mind, body, and spirit.

Our Vision

Shaping students who seize opportunities and have the skills, knowledge, and desire to contribute, lead, and serve.

Our Values

- **Integrity** - We are honest with ourselves and others; we listen to our conscience to do the right thing.
- **Respect** - We have respect for ourselves and others, history and tradition, and our environment.
- **Resilience** - We are encouraged to extend ourselves, to see every hardship, challenge, and error as a learning experience and an opportunity to grow.
- **Service** - Our School motto, *Severe regnare est* ("To serve is to reign"), inspires us to think beyond ourselves and to consider the needs of others and our community.

We are a School that actively promotes child-safe standards and is committed to upholding the safety and welfare of our young people as required under the Child Safe Organisation Act 2024.



Position Purpose

All Souls St Gabriels School has a long history of supporting Indigenous students in both our day and boarding context. The Indigenous Support Officer is integral to the School's framework for supporting Indigenous students and families. The role also supports transition to School from communities or other educational facilities.

The Indigenous Support Officer will be responsible for facilitating the smooth transition into the boarding environment. Student wellbeing is paramount for the School and the Indigenous Support Officer is responsible for the active tracking of Indigenous student wellbeing.

Organisational Relationships

Internal Relationships

- Dean of Students - Upline
- Teachers - Point of contact for teachers about First Nations Students
- All Staff - point of contact for First Nations Students
- First Nations Students - point of contact and support

External Relationships

- Indigenous organisations and bodies - point of contact to support First Nations Students
- Parents - as required to provide a point of contact for first nations families
- Vendors - liaising with service providers e.g. sport teams, uniform and sport stores

What Success Looks Like

- Strong cultural connections and trusted relationships - Indigenous students and their families feel respected, heard, and supported, with the Indigenous Support Officer serving as a reliable and culturally competent conduit between home, community, and school
- Smooth transitions into school and boarding life - New students arrive well-prepared, settle quickly, and feel safe and welcomed, with early needs (uniforms, health checks, resources, pastoral support) addressed promptly and sensitively
- Proactive and visible wellbeing support - Students' wellbeing is actively monitored, concerns are identified early, and timely communication with families, staff, and support services ensures students receive the right help at the right time
- Effective collaboration across the School - The Indigenous Support Officer works closely and positively with Residential staff, teachers, Pastoral Care Coordinators, TSS, QATSIF, and the Dean of Students, contributing to a coordinated and student-centered support network
- Reliable and accurate administration and compliance - Documentation, permissions, funding processes, health appointments, and communications are managed efficiently and accurately, meeting School standards and child-safe requirements
- Meaningful contribution to School culture and community - Indigenous events and initiatives (e.g., NAIDOC) are well-organised and valued, and the role contributes positively to a school culture that embodies respect, service, integrity, and child safety for all students



Key Accountabilities

General Duties

- Be a conduit between Indigenous families and the School
- Assist the Dean of Students, Residential staff and Pastoral Care Coordinators with all interactions with Indigenous students in a Pastoral Care context
- Ensure arriving students have the necessities: uniforms, linen, stationery, personal hygiene products
- Regular meetings with students, particularly in support of transition times
- Liaise with the Transition Support Services (TSS) Team during the transition phase and in an ongoing manner to assist those students within the cohort
- Facilitate initial and ongoing health appointments with Clinic staff, by assisting with communication of health issues with family and supporting the student
- Monitor all Indigenous students and identify those who require support
- Communicate with parents/guardians/caregivers
- Liaise with teachers, parents, Senior Residents and Pastoral Care Coordinators, regarding student wellbeing issues
- Liaise with the Pastoral Care Team to ensure appropriate support is provided for those who require it
- If contact with parents is not possible or effective, build relationships with suitable alternative responsible adults from the student's community
- Liaise with QATSIF to arrange suitable funding for students as well as promoting opportunities for students to access QATSIF facilitated activities
- Assist ABSTUDY students to obtain a Tax File Number
- Support ABSTUDY Students alongside the Head of Boarding with Safe Travel Plans
- Support students with other official documentation
- Facilitate ongoing cultural conversations to promote student voice and advocacy
- Under the guidance of the Dean of Students facilitate significant Indigenous events such as NAIDOC
- General Teacher Aide work in the Senior School as directed

Pastoral Care of Students

- Support the School's Pastoral Care program
- Reinforce positive and respectful behaviours in students
- Refer matters of concern regarding students to the relevant Coordinators

Developing and Maintaining Positive Relationships

- Work effectively and collaboratively as part of the School team
- Demonstrate clear and professional communication with students, staff, parents, and other stakeholders
- Establish positive and effective relationships with staff and students, fostering self-worth and engagement
- Collaborate with colleagues to reflect on and improve School operations
- Maintain confidentiality regarding sensitive information while communicating appropriately in the interests of the School community



Effective and Efficient Administration

- Assist with general administrative tasks as directed by the Dean of Students
- Use school systems and processes to obtain and manage permissions and store documentation accurately
- Work with other staff with general administration tasks as directed by the Dean of Students
- Assist with the administration and co-ordination of events and activities relevant to First Nations Students
- Gather and complete QATSIF Scholarship applications
- Support ABSTUDY Travel
- Support students with all external administration as required
- Ensure all relevant documentation is appropriately stored
- Keep updated records on First Nations Students documenting relevant information

Workplace Health & Safety (WHS)

- Maintain a strong understanding of the principles of Workplace Health and Safety as they apply in a school
- Comply with all WHS policies, procedures, and directions
- Take reasonable care for personal safety and the safety of others
- Participate in safety training, consultation, and hazard reporting
- Use equipment safely and follow correct manual handling techniques
- Report any hazards, incidents, injuries, or near-misses immediately
- Complete the School's mandatory training annually including the WH&S module

Extent of Authority

- No financial delegation
- Manages one's own time and tasks with minimal supervision
- No supervision of other staff

Key Challenges

- Balancing diverse and competing needs - Supporting a large cohort of Indigenous students with varying backgrounds, experiences, and wellbeing needs while also meeting administrative and pastoral responsibilities
- Navigating complex communication pathways - Maintaining regular, culturally sensitive communication with families, some of whom may have limited access to phones, internet, or may live in very remote communities
- Supporting students through transition and adjustment - Helping students adapt to boarding routines, academic expectations, and school culture - particularly those arriving from remote communities or different educational environments
- Managing sensitive wellbeing and behavioural matters - Addressing issues early, working across multiple teams, and ensuring accurate documentation while maintaining confidentiality and trust
- Coordinating and collaborating across many stakeholders - Working with Residential staff, teachers, TSS, QATSIF, health clinics, parents, and pastoral teams - each with different systems, expectations, and communication styles
- Maintaining strong cultural competence and boundaries - Being a cultural bridge and advocate while also upholding school policies, safety standards, and professional boundaries in sometimes emotionally charged situations
- Ensuring compliance and accurate administration - Managing ABSTUDY, QATSIF, documentation, permissions, and child safety requirements - often under tight timeframes and with significant detail



Ideal Candidate

Mandatory Requirements

- Current Queensland Working with Children Check (Blue Card)
- Legal right to work in Australia
- Significant experience working with First Nations students and families showing sensitivity and cultural compliance
- Demonstrated experience managing confidential matters and representing an organisation professionally and responsively

General Skills and Abilities

- Strong computer literacy
- Administration skills of a high order
- Superior drafting/editing skills
- Strong cultural competence