

# POSITION DESCRIPTION

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## Wellbeing Support Officer

John Paul College, Frankston is a Catholic co-educational secondary school with a rich heritage in the traditions of the FCJ sisters and the Marianists.

### MISSION

John Paul College provides an exemplary and holistic education within the Catholic tradition. We believe every student's success is grounded in quality learning and teaching, and a school culture that fosters wellbeing, promotes resilience, and inspires faith in action.

“With Him is the  
fullness of life”  
JOHN 10:10

Our motto is our vision – the commitment to ensure every member of our community is empowered to achieve success, act with integrity, and contribute to the common good – Christian discipleship for a just world.

The work of the Wellbeing Support Officer will be informed by a vision of Catholic education that is Gospel-based, people-centred, inclusive, and holistic. The Wellbeing Support Officer will work to develop an understanding of the Catholic, Marianist and Sisters of the Faithful Companions of Jesus ethos and the values of the College and ensure that they work within those foundational traditions and mission of the school.

### PURPOSE OF POSITION

The Wellbeing Support Officer is a key member of the Counselling Services Team at John Paul College, providing frontline support within the Wellbeing Hub. This role combines administrative assistance, initial wellbeing support, and triage responsibilities to ensure students receive timely and appropriate care while remaining responsive to the needs of the students and staff, and to the requirements of relevant school policies and those of the Catholic Education Commission of Victoria (CECV) and Melbourne Archdiocese Catholic School (MACS).

Acting as the first point of contact for students, families, and staff, the Wellbeing Support Officer facilitates access to counselling services, manages the calming/regulation space ('The Space'), and supports students in moments of emotional need.

While not a counselling role, the Wellbeing Support Officer plays a critical part in assessing immediate wellbeing needs, offering low-level regulation strategies, and coordinating referrals to counsellors. The position operates under the general direction of the Director of Inclusion & Wellbeing.

The Wellbeing Support Officer is also required to be familiar with and comply with the College's Child Safety and Wellbeing Policy and Child Safety Code of Conduct. The Wellbeing Administrative Assistant will assist in the provision of a child safe environment for students and demonstrate duty of care to students in relation to their physical and mental wellbeing.

### KEY RESPONSIBILITIES

#### Frontline Support & Student Engagement

- Welcome and assist students presenting to the Wellbeing Hub, including walk-ins seeking support or access to 'The Space'.
- Act as an initial point of contact for students, families, and staff, providing a calm and supportive presence.
- Offer preliminary wellbeing assistance, including basic emotional regulation strategies.

#### Triage & Referral

- Conduct initial triage of student needs using a holistic approach to determine priority and urgency.
- Document relevant information to assist counsellors and Director of Inclusion & Wellbeing in assessing immediacy of need.
- Support students in completing self-referral forms when required.

- Consult with available counsellors, Director of Inclusion & Wellbeing, Year Level Leaders and Directors of Middle and Senior School to ensure appropriate and timely referral and support.

### Management of 'The Space'

- Supervise and maintain the calming/regulation area within the Wellbeing Hub.
- Support students using 'The Space' to ensure safety and appropriate use.
- Monitor student engagement and provide low-level guidance as needed.

### Administrative Support

- Record all student, parent, and staff enquiries in accordance with Counselling Services guidelines.
- Assist with scheduling, documentation, and other administrative tasks as directed.

### Collaboration & Professional Practice

- Work closely with counsellors and wellbeing staff to manage surge capacity during peak times.
- Maintain confidentiality and uphold ethical standards in all interactions.
- Perform other duties as directed by the Director of Inclusion & Wellbeing and/or Deputy Principal – Students & Engagement

## CORE SKILLS & ATTRIBUTES

- Welcoming, calm presence that builds trust and supports distressed students.
- Assesses needs, identifies risk, and escalates concerns to appropriate personnel when required.
- Uses basic regulation strategies (e.g., grounding, breathing, weighted blanket, ice packs) to support students safely.
- Communicates clearly using trauma-informed, age-appropriate approaches.
- Maintains accurate records and manages enquiries, referrals, and appointments efficiently.
- Follows emergency and risk-management procedures with composure.
- Oversees 'The Space' to ensure safe, appropriate use and a calm environment.
- Collaborates effectively with counsellors and staff within privacy and role boundaries.
- Maintains strong professional boundaries and ethical practice.
- Supports diverse students, adapting approaches for cultural needs and neurodiversity.
- Manages multiple tasks and competing priorities with reliability and follow-through.
- Uses systems and secure record-keeping platforms confidently and correctly.
- Demonstrates resilience, professionalism, and commitment to self-care.

## CHILD SAFETY

Every person employed or volunteering at John Paul College has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all they do and every decision they make. CECV (Catholic Education Commission of Victoria) Commitment Statement to Child Safety. Such responsibility requires employees to:

- provide students with a child-safe environment
- be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety
- proactively monitor and support student wellbeing
- exercise pastoral care in a manner which reflects school values
- implement strategies which promote a healthy and positive learning environment

## KEY SELECTION CRITERIA

The successful applicant will need to meet the following key selection criteria:

- Demonstrated personal commitment to the College Vision, Mission and values.

- Strong interpersonal skills that create a welcoming atmosphere, with a friendly disposition and helpful demeanor.
- Excellent communication skills, including proficiency in phone, email, written correspondence.
- Ability to exercise diplomacy, discretion, and tact in a professional setting.
- High proficiency in Microsoft Office suite.
- Knowledge of database maintenance and management of sensitive information.
- Strong organisational and time management skills, with the ability to handle high volumes of work, adapt to changing priorities, and meet critical deadlines.

### Desirable Qualifications & Training

- Mental Health First Aid or equivalent.
- First Aid and CPR certification.
- Trauma-Informed Practice training.
- Suicide Prevention (e.g., ASIST, safeTALK) awareness-level training.
- De-escalation and risk assessment training specific to school settings.
- Experience in student support, front-of-house administration, or wellbeing services.

### REPORTING RELATIONSHIPS

**REPORTS TO:** Director of Inclusion and Wellbeing

**ASSOCIATED RELATIONSHIPS:** Heads of Year, Senior School Coordinators, Head of Students (7-9), Head of Students (10-12), Deputy Principal – Students & Engagement, First Responder, Counsellors and Pastoral Care Teachers.

### POSITION CLASSIFICATION

This position is ongoing	<b>START DATE</b>	ASAP	<b>PART TIME (0.56FTE)</b>	8.00am – 3.30pm 3 days per week
<p>This role is employed with employment conditions as per the Catholic Education Multi-Enterprise Agreement 2022 (CEMEA) as amended. The Level of Responsibility is ESE Category B, Level 2.</p> <p>This role is subject to ongoing review and may change to suit the requirements of John Paul College.</p> <p>Annual Review Meetings are compulsory.</p>				

### Additional Information

John Paul College is committed to developing a culture to maintain the safety of each student in our care. The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a child safe culture. All staff employed at John Paul College are required to abide by our Child Safe Policies and commit to our Child Safe Code of Conduct. All Education Support staff must hold a WWCC.