

## VCE Summer School 2024 Role Description

### *Volunteer Tutor Support Officer Coordinator*

Tutor Support Officer (TSO) Coordinators direct and manage the TSO Team to deliver teaching, classroom management and academic resource development strategies for tutors through training workshops and personalised support. This includes ensuring the team engages proactively, collaboratively and respectfully with tutors in their role, guiding the development of Tutor Training activities to ensure effective and inclusive teaching practices are promoted among tutors, and overseeing support systems available for tutors to build teaching skills and confidence.

Tutor Support Officers collaborate with the Directors to implement their vision for teaching and learning on the program, and with Operations and Welfare Coordinators to ensure classes run smoothly and resolve or escalate concerns.

This role must be held alongside the Subject Tutor role, as described in the Volunteer Subject Tutor Role Description.

<b>Title</b>	Volunteer Tutor Support Officer Coordinator
<b>Number of positions</b>	1-2
<b>Desirable Attributes</b>	<ul style="list-style-type: none"> <li>• Communication, organisation and time management</li> <li>• Understanding of and ability to promote VCESS-appropriate teaching strategies and support systems</li> <li>• Approachability, collaboration and interpersonal skills</li> </ul>
<b>Skills Developed in this Role</b>	<ul style="list-style-type: none"> <li>• Planning and delivery of training, skill development and organisation-wide support programs</li> <li>• Leadership, mentoring and project management skills</li> <li>• Interpersonal, time management and teaching skills</li> </ul>
<b>Main duties and responsibilities</b>	<p>In addition to the responsibilities of the Tutor Support Officer the Tutor Support Officer Coordinator is required to:</p> <p>Before the program:</p> <ul style="list-style-type: none"> <li>• Engage in training run by the Directors (about 3 hours over October to December).</li> <li>• Plan and manage tutor support systems and training activities, delegating tasks and rostering the TSO team to meet commitments to these activities.             <ul style="list-style-type: none"> <li>o Ongoing Subject Booklet support for Subject Coordinators (about 3-5 hours).</li> <li>o Subject Coordinator and Tutor Training activities, organising and running meetings beforehand to prepare these activities and assist the TSO team as required (about 7-10 hours).</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o TSO Office Duty for tutors to seek support during Tutor Refresher Day (5 January).</li> <li>• Plan and deliver training for the TSO team regarding on-program responsibilities in January (about 30 minutes): <ul style="list-style-type: none"> <li>o Class visits</li> <li>o Meetings with tutors to provide positive and constructive feedback and implement teaching strategies</li> <li>o Debriefs on or escalations of concerns regarding tutors who might require extra support</li> </ul> </li> <li>• Meet with the Directors to share plans and progress (at least 5 hours between October and January).</li> </ul> <p>During the program:</p> <ul style="list-style-type: none"> <li>• Roster the TSO team to observe classes and be present in the TSO Office for tutors to seek teaching support.</li> <li>• Advise the TSO team to meet with tutors and provide positive and constructive feedback.</li> <li>• Liaise with Directors and other teams as appropriate to organise TSO team logistics and tutor support, identifying any obstacles or opportunities for tutor support.</li> </ul> <p>After the program:</p> <ul style="list-style-type: none"> <li>• Attend a debrief meeting organised by the Directors to share reflections on the program and TSO team (2 hours).</li> </ul>
<b>Reporting to</b>	Directors

**Time Commitment**

Before the program, the Tutor Support Officer Coordinators will be required to organise TSO training and planning sessions, and mobilise the team to assist with training workshops leading up to the program. This includes Subject Coordinator Training in September, Tutor Training Camp in early December, Tutor Training Day in November and a Tutor Training catch- up session in December. TSO training and a team meeting is scheduled to occur prior to training in October depending on team availability. The estimated time commitment for these responsibilities is 30 hours.

During the program, the TSO Office will need to operate during program hours from 9:00am to 5:00pm each day. The TSO team will also undertake classroom observations during blocks of the program timetable allocated to classes as rostered by the TSO Coordinators, and meet with tutors for appointments on request from the TSO or tutor. The TSO Coordinators will need to liaise with the Directors and other Special Role Teams as necessary to undertake their function. The estimated time commitment for these responsibilities is 35 hours.

Volunteering in this role addresses educational disadvantage and empowers University students by building interpersonal and professional skills. The VCESS program develops volunteer confidence and expertise, fosters positive and constructive partnerships, and increases UMSU visibility and recognition, which contributes to UMSU's Strategic Goals.

### **Benefits Common to all Roles**

- Opportunity to support younger students experiencing educational disadvantage.
- Training in teaching strategies, inclusion and child safety.
- Development of communication, collaboration and time management skills.
- Access to VCESS social activities, before and during program.
- Experience working with diverse people and new connections with participants.

### **Responsibilities Common to all Roles**

All volunteers fulfil the responsibilities of a VCESS Subject Tutor alongside any other roles, as per the Volunteer Subject Tutor Role Description. Additionally, they must:

Engage positively and appropriately with students, including:

- Be a mentor (both personally and academically) to students whilst maintaining a level of professionalism appropriate to the program.
- Communicate concerns about students' progress or welfare to the Welfare Team, Residential Coordinator and Directors as appropriate.
- Be committed to promoting an inclusive and welcoming environment within the VCESS community for all students and tutors.
- Hold a current and valid Working With Children Check, sign the relevant indemnity form and agree with all terms and conditions stated therein by the commencement of the program.

Prepare adequately for program commitments, including:

- Complete any required training for your roles, including compulsory tutor training in December, or organise an alternative with Program Directors.
- Notify the Program Directors of any changes to your availability to volunteer.
- Notify the Program Directors of any changes to personal circumstances which may impact your ability to perform the role safely.

Follow program rules and procedures, including:

- The UMSU Acceptable Conduct, Child Safety and Volunteering Policies; and the VCESS Tutor Code of Conduct.
- Ensure that students follow the rules of the program.
- Assist in the event of an unforeseen emergency.