

Role Description

STUDENT SERVICES OFFICER

(ADMINISTRATION, FIRST AID, MEDICAL)

As part of the Wellbeing team, the Student Services Officer provides an efficient and warm welcome, supporting students, staff and visitors, with first-aid needs and medical conditions as well as assisting with general enquiries. This role also includes associated and general administrative tasks. As such, the Student Services role supports the strategic vision and contributes to the school's mission of excellence in education, Christianity in action.

REPORTING RELATIONSHIPS

- Reports directly to: **Director of Wellbeing** for Student Reception and Wellbeing
- Takes direction from: **Administration Manager** for General Administration tasks
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RESPONSIBILITIES

- Student Reception
- First Aid/Medical
- Administration
- Life of the School

Student Reception:

- Act as a point of contact for students and other visitors to this area, with a prompt and hospitable manner.
- Maintain and reconcile records of student attendance and produce reports in relation to absences
- Record absences, data entry into the School system, and signing in and out for students and parents
- Manage uniform passes, and create parent notifications via data entry into School Management system
- Print concession and proof of age cards for students, and NBCS ID for students and staff
- Manage NBCS student driver information and permissions.
- Provide student supplies: uniform, general requisites e.g. books, tissues, suncream
- Timetable support and duty check in for staff.
- Communicate with bus companies for late or missing buses.

First Aid/Medical:

- Treat all daily medical presentations, students and staff
- Record all incidents and treatments relating to first aid, complying with legislative requirements and informing Executive as necessary
- Dispense daily and one-off individual student medications with reference to consents
- Update medical data bases
- Oversee asthma action plans, matching those suffering the condition to school data base
- Design and distribute action plans for high-risk students, primary and secondary
- Maintain student medication expiries, sending parents letters where these are out of date
- Communicate and provide education for staff on student medical conditions
- Audit and order stock for whole of school for first aid requirements
- Stock first aid kits for classrooms, specialist areas, camps and excursions.
- Manage first aid area Safety Data Sheets through Chem Watch, to maintain compliance and currency
- Infectious disease notifications to relevant cohorts, liaising with Public Health unit.
- Provide annual report summarising students with special requirements (medical) for Learning Enrichment department, Primary and Secondary
- Effectively communicate and liaise with school staff, parents, students, doctors and specialists (where consent has been obtained), when required
- Educate staff on students presenting with new medical conditions which may include:

- Organising staff training in first aid, CPR, anaphylaxis and asthma,
- Maintaining currency of details in school data base
- Compiling Camp booklet medical information

Administration:

Administration and support for Wellbeing Team:

- Reconcile and enter Medical form information, ensuring that health information held for each student is recorded and distributed appropriately
- Provide administration support for School Counsellors (booking etc.).
- Assist with the organisation of proactive wellbeing programs for students (incursions, excursions, seminars).
- Attend and contribute to Wellbeing Team Meetings as required.
- Assist Director of Wellbeing in maintaining accurate and up-to-date student files, or through established systems
- Assist with general administration as requested and required

Wellbeing:

- Monitor the general wellbeing of students through observation and conversation.
- Provide wellbeing support to students as required, including consultation with and referral to the Year Advisers, Counsellors, and Assistant Principals.
- Assist with triage of students who come to Student Reception in relation to mental health, behaviour and general wellbeing.
- Communicate relevant information about students to teachers and appropriate administrative staff as required.

Life of the school - Support the Principal in developing and maintaining the professional culture, a safe work environment and upholding the School community:

- Support and promote the Christian ethos of NBCS in all aspects of professional life.
- Present a positive Christian role model for students, staff, and parents in the school's community.
- Adhere to the NBCS Code of Conduct, and relevant policies as supplied.
- Complete requested employment compliance requirements.
- Commit to personal and professional growth through active participation in the School Professional Growth strategy.
- Know and uphold NBCS Values: Respect, Gratitude, Compassion, Courage, and Commitment.
- Demonstrate professionalism, including conduct, punctuality and personal presentation, adhering to school dress code as outlined in the Code of Conduct.
- Treat colleagues, students and parents with dignity, respect and the utmost professionalism
- Support colleagues in their ongoing professional learning journey by sharing resources and expertise
- Assist in monitoring a safe and secure school environment for self, staff and students
- Exercise discretion with, and confidentiality of, student information regarding medical conditions and academic growth
- Contribute to the development of policy, procedures and processes and provide recommendations to leadership.

ROLE INTERACTIONS

Liaises directly with:

- Student Reception, and Wellbeing staff including:
 - Director of Wellbeing, Assistant Principal Welfare
 - School Counsellors
- Chaplaincy team
- Teaching staff
- Learning Support staff
- Senior Leadership and Executive
- Administration Manager
- Administration team across campus
- Students
- Parents

- External Medical contacts (with consent)

REQUIREMENTS (KNOWLEDGE, SKILLS, ABILITIES, BEHAVIOURS):

- Exceptional interpersonal skills and a caring and respectful approach - ability to build positive relationships with students, staff and parents
- Experience dealing appropriately with highly confidential and sensitive information
- Problem solving, initiative and resourcefulness
- Flexibility and productivity working in a busy team environment
- Ability to work well under pressure, with resilience and a calm demeanour

Administration:

- Computer literacy, familiarity with, or willingness and capacity to learn school-based systems
- General administrative skills, demonstrating a high level of attention to detail
- Organised, with flexibility
- Approachability

First Aid/Medical

- Current competence and confidence with: Advanced First Aid, Advanced Resuscitation, Anaphylaxis Training, Diabetes Training and capacity for professional development in this area
- Significant experience administering First Aid
- Experience with dispensing medications
- An active Christian faith and demonstration

This position description is a guide only and is not intended to be an exhaustive or exclusive list of duties.