

Position Summary

Title Disability & Access Advisor

Purpose The Disability & Access Advisors work with TAFE Gippsland students who identify as having a disability. They serve as the primary point of contact for both prospective and enrolled students who are seeking general support, advice, and assistance. This ensures students are provided with, or linked to, appropriate internal and external parties for further support when required.

The Disability & Access Advisors work with minimal supervision to provide initial assessment and case management to students with disabilities. This approach may require advocacy, information provision, strengths-based coaching, reasonable adjustments, and referrals.

Disability & Access Advisors use a collaborative approach working together with the student, teaching and training staff, care teams and other stakeholders for the best outcomes of the student.

Reports To Senior Team Leader Student Wellbeing & Access

Classification PACCT 5

Location Bairnsdale & Sale

Key Accountabilities

- Receiving referrals via email, the student services request system, phone or face to face and responding in a timely manner;
- Assist students with disabilities during the enrolment process, campus orientation, trial days, Language Literacy and Numeracy assessments and meeting the teaching and training staff to advise and support implementation of reasonable academic accommodations and supports;
- Undertake an initial assessment of the impact of disability on learning or access to the TAFE environment and create Learning Access Plans as required;
- Independently work with students to provide or put in place best practice models for disability support including advocacy, planning, case management, information provision, strengths-based coaching and monitoring, reasonable adjustments, mental health first aid, mediation, conflict resolution and referrals;
- Oversee complex student concerns either through support provision or referring to an appropriate service provider;
- Maintaining a currency of understanding relating to the Disability Service Standards, Disability Standards for Education and the Disability Discrimination Act;
- Assist students to link with services within the community that specialise in their individual requirements including the NDIS;
- Contribute to the development of internal policies and procedures for service provision;
- Work with the relevant teaching teams to arrange orientation days from Specialist Schools or Secondary Schools to attract new students;
- Advocate and provide information and informal education regarding the impact of disability, mental health and medical condition on education for relevant teaching areas;
- Assist the Manager/Coordinator to identify, develop and implement current and new opportunities that generate additional positive outcomes and engagement from students with disabilities;
- Participate in and contribute to team meetings, training and planning activities, evaluation and quality assurance activities including data collection;
- Ensure student records are maintained;

- Representing TAFE Gippsland at Enrolment Days, Internal events, Orientation Days, Open Days and Expos as needed;
- Build and maintain collaborative working relationships with program partners and all relevant internal and external stakeholders (including the TAFE Disability Network).

Required Knowledge & Skills

Education & Experience

- A tertiary or further education qualification in a disability or community related discipline;
- Experience in the provision of support services to people with a disability, preferably in an education setting;
- Demonstrated commitment and experience in person-centred practice.

Essential Knowledge and Skills

- Familiarity with best practice models for disability support within an educational context (e.g. planning, case management, information provision, strengths-based coaching, reasonable adjustments, mental health first aid, mediation, conflict resolution, and supported referral);
- Able to design, develop and trial policy and procedures;
- Underpinning knowledge of the NDIS and other supports available to people with a disability;
- Demonstrated high level of communication skills both verbal and written;
- Demonstrated effective interpersonal and engagement skills including the ability to demonstrate empathy towards those from diverse backgrounds;
- Ability to work in a multidisciplinary team;
- Proven organisational skills;
- Ability to prioritise and meet deadlines;
- Familiarity with using the Internet. Microsoft Office skills including Word, Excel, PowerPoint and Outlook;
- Ability to work in, and foster, a harmonious working environment;
- Commitment to acquire and maintain knowledge of, and familiarity with, Institute programs.

Key Functional Relationships

Internal

- Heads of Department and Program Managers
- Student Wellbeing Coordinator
- Senior Team Leader Learning Skills
- Learning Skills Advisors
- Teachers
- Students

External

- NDIS Plan managers
- Community Organisations
- Parents/Guardians and Carers of students with a disability
- Key disability network stakeholders locally
- Local Specialist Schools
- TAFE Disability Network

Mandatory Requirements

- Current Drivers Licence;
- A valid Working with Children Clearance (WWCC);
- Current (less than 12 months old and renewable every 5 years) satisfactory National Police Check;

Key Selection Criteria

1. Demonstrated understanding and experience in providing support services and case management to people with disabilities that have barriers to education and employment;
2. Familiarity with best practice models for disability support within an educational context (e.g. planning, case management, information provision, strengths-based coaching, reasonable adjustments, and supported referral);
3. Demonstrated understanding of working within the Disability Service Standards, Disability Standards for Education, and the Disability Discrimination Act;
4. Ability and knowledge to take a pro-active approach to equity issues including experience in advocacy;
5. Demonstrated effective interpersonal, negotiation and engagement skills;
6. Good organisational skills including the ability to prioritise;
7. Ability to work in and foster a positive working environment including ability to work in a multidisciplinary team.

Version Control and Sign Off

Effective Date: 15 September 2026

Prepared by: Manager Student Services

Approved by: People & Culture

Employee Sign-Off:

Date: