

## **ROLE DESCRIPTION**

**Role:** Tutoring Leader

**Line Manager:** HSP Senior Manager

**Team:** High School Program

**Number of reports:** N/A

**Employment status options:** Full Time

**Location options:** Gadigal Country (Sydney Office) or Whadjuk Noongar Country (Perth Office) - Hybrid and/or Remote

**Indigenous Identified:** No

### **What is my main purpose in this role?**

As Tutoring Leader, your primary responsibility is to oversee and continuously improve the delivery of tutoring support for Aboriginal and Torres Strait Islander high school students. You will ensure students are effectively matched with high-quality providers and receive tailored, engaging, and impactful tutoring that supports their academic success. This includes coordinating tutoring sessions, monitoring participation, analysing student outcomes, reporting, implementing improvements and contributing to the broader success of the High School Program (HSP) through participation in camps and engagement activities.

### **What does success look like in this role?**

- Delivery of high-quality tutoring outcomes aligned with Aurora's 5-Year Strategy, internal KPIs, and external funding obligations.
- High levels of student engagement, attendance, and academic progress across the tutoring program.
- Strong, collaborative relationships established and maintained with students, families, and tutoring providers.
- A continuous improvement approach is embedded through data-informed analysis and adaptive strategies.
- A values-driven team culture is fostered, grounded in cultural safety, growth, and accountability.

### **What are my key responsibilities?**

#### **Tutoring Program Coordination**

- Support the Senior Manager, High School Program to recruit and onboard qualified tutoring providers.
- Oversee the matching process to ensure students are paired with appropriate tutors aligned to their academic needs.
- Manage the Tutor Portal and lead the transition to Microsoft Dynamics.
- Monitor the quality and consistency of tutoring delivery and make adjustments as needed to maximise effectiveness.
- Act as the central point of contact for students, families, and providers regarding tutoring matters.

### Student Engagement and Support

- Guide students and families to maximise the benefits of tutoring, including identifying priority subject areas.
- Proactively monitor student engagement and identify those at risk of disengagement.
- Develop and implement individualised re-engagement plans in collaboration with students, families, and support staff.
- Address participation barriers including technology access, scheduling, and motivation.
- Maintain consistent contact with all HSP Learn students and families and ensure accurate documentation of all interactions in Dynamics.

### Quality Assurance & Continuous Improvement

- Collect and analyse feedback from students, families, and tutors to assess program quality and effectiveness.
- Use student progress data to identify gaps, strengths, and areas for program enhancement.
- Collaborate with providers to ensure tutoring sessions are culturally responsive, engaging, and tailored to individual needs.
- Develop and implement strategies to improve retention, outcomes, and student satisfaction.

### Stakeholder Engagement & Relationship Management

- Build and maintain productive relationships with tutoring providers to ensure reliable and high-quality service delivery.
- Work closely with schools, educators, and families to identify emerging needs and tailor support.
- Promote the tutoring program internally and externally, including contributing to targeted promotion and recruitment strategies.
- Advocate for tutoring as part of a holistic approach to academic and wellbeing support.
- Attend camps and engagement activities to support program delivery, student relationships, and child safety.
- Represent Aurora in meetings and events with professionalism and alignment to organisational values.

### Program Administration & Reporting

- Ensure accurate records are maintained for tutoring participation, student progress, and provider performance.
- Prepare timely and insightful reports for internal and external stakeholders on program impact.
- Maintain clear communication with Community Engagement Facilitators regarding HSP Core and Focus students.
- Provide regular briefings to the HSP Senior Manager on:
  - Progress towards KPIs and targets
  - Student and family engagement
  - Tutor performance and feedback
  - Status of re-engagement action plans
- Review tutoring reports and verify alignment with outcomes before recommending invoices for approval.

### Leadership and Team Development

- Provide leadership, coaching, and support to Coordinators and Facilitators to ensure the effective delivery of responsibilities.
- Cultivate a positive, inclusive, and culturally safe team culture.
- Support the professional growth and leadership development of direct reports.
- Serve as a subject matter expert within the team to drive consistency and program excellence.
- Participate in camps and engagement activities to foster strong student connections and uphold child safety protocols.
- Undertake other relevant duties as required.

*Aurora values the contribution of each team member's unique skills and expertise toward achieving its objectives. The organisation is committed to supporting employees in identifying opportunities for growth and improvement, sharing their insights, and adding value wherever they can.*

*Aurora is an EEO employer that welcomes applications from people who are Indigenous, have a disability, are LGBTIQ+, and people of culturally diverse backgrounds.*

## Other requirements of the job

### Cultural Safety

- Comply with cultural safety principles about overcoming the cultural power imbalances of places, people and policies to contribute to improvements in Aboriginal and Torres Strait Islander education. This includes:
- Continuously growing and applying understandings of Aboriginal and Torres Strait Islander cultures;
- Actively reflecting critically on the potential for one's own unconscious bias;
- Continuously supporting reform (internally and externally) to ensure procedures, processes and program practices are culturally safe.

### Child Safety / Working with Vulnerable People

- Maintain the National Child Safety, Code of Conduct and Procedure.
- Work with internal staff and external advisors to provide internal training and advice on child safety matters.
- Role model the required behaviours including:
- Providing a welcoming and safe environment for children and young people.
- Promoting the safety and well-being of children and young people associated with the program.
- Interacting with children and young people in ways that are positive and safe, including:
  - If required, provide adequate care and supervision of children and young people associated with the program.
  - Acting as a positive role model for children and young people.
  - Report to an appropriate person any suspicions, concerns, allegations or disclosures of alleged abuse against children and young people.
  - Manage reports of any suspicions, concerns, allegations or disclosures of alleged abuse against children and young people.

### Organisational Participation

- Work collaboratively with team members to contribute broadly to the achievement of Aurora objectives.
- Participate in organisational and team planning initiatives.
- Provide regular reporting as required.
- Promote and monitor issues of work, health and safety.

## What will make me successful in this role?

### Purpose and values

- To align with our vision that supports Aboriginal and Torres Strait Islander students to realise their full education and employment potential.
- To uphold our core values of respect, collaboration, accountability, and impact.
- To promote cultural, psychological, and child safety, and encourage an inclusive and supportive environment.
- To be a leader who prioritizes purpose and people, and is dedicated to achieving excellence, promoting well-being, and fostering personal and professional growth.

### Experience and knowledge

- Strong understanding of the New South Wales education system, tutoring models, and effective student engagement strategies.
- Demonstrated experience working with Aboriginal and Torres Strait Islander communities in respectful and culturally safe ways.
- Sound knowledge of culturally responsive and trauma-informed approaches to education.
- Proven experience in stakeholder management, particularly in education or community settings.
- Demonstrated experience in project or program management, including managing timelines and deliverables across multiple priorities.
- Experience in financial management, including oversight of small to medium-sized budgets.
- A balanced approach to leadership, comfortable working independently while also receptive to direction and guidance.
- Tertiary qualifications in education, youth work, social work, or a related field are highly desirable, but not essential.
- Ability to manage multiple priorities, adapt to changing circumstances and respond effectively to challenges in program delivery.

### Skills

- Exceptional interpersonal skills with the ability to build trust and maintain strong relationships with students, families, tutoring providers and colleagues.
- Collaborative mindset with a focus on achieving collective impacts through shared goals.
- Open to feedback and committed to ongoing professional development.
- Self-motivated, highly organised, and capable of working independently.
- Problem-solving and adaptability to navigate challenges in student engagement.
- Proficiency in Microsoft Office Suite, SharePoint, and CRM platforms such as Dynamics (or similar).

*\*All employees must have a working with children check (WWCC), police check, and references.*

*Aurora will inform candidates/employees when checks are conducted. Aurora will cover these expenses.*

#### What are the benefits when working at Aurora?

- To be inspired by our purpose, leaders, and team members, with 93% of our team members recommending Aurora as an excellent place to work.
- To experience a culture of psychological and cultural safety, with 96% of team members viewing Aurora as an inclusive organization.
- To have a healthy work-life balance, with a hybrid work model, "No Meetings Fridays," and access to Sonder, Aurora's health and wellbeing app. We also offer policies that support employees' personal and professional goals, such as study leave, cultural leave, and parental leave.
- To have opportunities for personal and professional growth, with multiple training sessions, Yarns with Elders and mentors, and internal development programs.
- We offer a competitive salary. Your salary would be between **\$90,000 and \$110,000** depending on your experience + super + Non-for-Profit salary package (<https://eziway.net.au/>).

#### LET'S TALK!

If you want to have a confidential conversation about this role, please contact [PC@aurorafoundation.com.au](mailto:PC@aurorafoundation.com.au) we will be delighted to speak with you.

To know more about Aurora Education Foundation please visit

<https://aurorafoundation.com.au/> or follow us    

Artwork created by our Aurora High School Program Students