

ROLE DESCRIPTION

Indigenous Outcomes Officer (Identified)

	Campus: Nambour or Bundaberg Region: East Coast		Closing date: 11:59pm 13 October, 2026
	Business Unit: Customer Experience Team: Student Support		For further information, please contact: Contact name: Rebekah Fraser Role: Team Leader, Student Support Email: Rebekah.Fraser@tafeqld.edu.au Or check out our Applicant Information Guide
	Award: TAFE Queensland Award – State 2016 Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: A04 Salary: \$94,568.44 - \$103,665.78 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Permanent full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-992	 Veteran Employment Supporter	

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Indigenous Outcomes Officer, you will:

- work with Aboriginal and Torres Strait Islander communities to identify and develop training opportunities for Indigenous peoples; and
- provide quality cultural and social support to assist Aboriginal and Torres Strait Islander students in the completion of their studies and gaining employment.
- support the achievement of TAFE Queensland's Stretch Reconciliation Action Plan 2025-2028.

This position reports to the Team Leader, Student Support.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Focusing on our Customer, Taking Responsibility and Showing Initiative.
- Develop programs and source training opportunities to maximise employment outcomes for Aboriginal and Torres Strait Islander students.
- Maintain an understanding of funding arrangements and initiatives, and proactively seek new funding opportunities to support Indigenous training and employment outcomes.
- Work collaboratively and be proactive in seeking partnerships with a range of internal and external stakeholders including but not limited to, Indigenous community organisations, government departments, internal business units of TAFE Queensland, and employers aligning with courses attended by Aboriginal and Torres Strait Islander students.
- Provide support, consultation and referral services to Aboriginal and Torres Strait Islander students on academic, personal and career matters, working collaboratively with Counsellors and AccessAbility Officers to ensure a cohesive approach.
- Work with Aboriginal and Torres Strait Islander students to create a plan and goals for their progression through study and into employment, identifying further skills required, and assisting them to upskill by providing practical support such as resume writing, mock interviews, monitoring relevant job ads and introduction to relevant employers, to maximise employment outcomes.
- Maintain an active campus presence and create opportunities to raise awareness of support services for Aboriginal and Torres Strait Islander students, including through internal activities such as orientations and external events such as expos, career days and community meetings, while promoting TAFE Queensland programs to Aboriginal and Torres Strait Islander community groups and individuals.
- Maintain relevant Aboriginal and Torres Strait Islander student databases and student appointments, and provide reports on the progress and learning activities of Aboriginal and Torres Strait Islander students as required.
- Coordinate, initiate and participate in staff development activities as appropriate, with a particular focus on cross-cultural awareness and incorporation into business activities.
- Liaise with Indigenous stakeholders and student groups regarding course opportunities and facilitating any prospective student/partnership visits.
- Liaise with relevant State and Commonwealth departments in relation to funding, partnerships and other student initiatives.
- Support the achievement of TAFE Queensland's Stretch Reconciliation Action Plan 2025-2028 through the delivery of culturally responsive services, initiatives and engagement activities that improve outcomes for Aboriginal and Torres Strait Islander students.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Highly developed interpersonal and written communication skills, including the ability to promote TAFE Queensland programs to a range of community and other organisations.
2. Sound knowledge and understanding of, and the ability to appropriately and effectively engage with, Aboriginal and Torres Strait Islander peoples.
3. Ability to initiate and manage work projects and achieve results.
4. Ability to provide a consultative service on academic, personal and career matters to Aboriginal and Torres Strait Islander students.
5. Ability to effectively contribute to a high performing team, identifying opportunities for business improvement and proactively seeking and facilitating opportunities for self development.

About you

Mandatory requirements:

- This recruitment process is only open to applicants who identify as being Aboriginal or Torres Strait Islander. People without this attribute will not be considered.
- A Declaration of Evidence of the attribute may be required by the successful applicant on offer of employment.

Highly desirable:

- Applicants who nominate at least one (1) referee who is from an Aboriginal and Torres Strait Islander community (for example an Indigenous Elder), would be viewed favourably.
- Previous experience and/or knowledge of the welfare sector, including referral pathways for Aboriginal and Torres Strait Islander individuals experiencing mental ill health, homelessness, financial hardship, legal matters and family crises would be viewed favourably.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. • Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional Information

- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.

- A non-smoking policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The Key Responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.