

## JOB OPPORTUNITY

Phare Ponleu Selpak – meaning The Brightness of the Arts – is a Cambodian non-profit art school located in Battambang, empowering children, youth and communities through artistic, educational, social and community outreach programs since 1994.

We are now seeking 2 qualified Cambodian candidates to fill in the Full-time position of **Student Support Officer** (SSO) to be based in Battambang province.

**Job Title:** Student Support Officer

**Employment type:** Full-time, 40 hours/week; 1-year contract

**Report to:** Student Support Supervisor

**Location & Mobility:** Based in Battambang, Cambodia. Occasional travel is expected to Phnom Penh and Siem Reap.

### Position Summary:

The Student Support Officer, under direct supervision of the Student Support Supervisor is responsible for provision of an effective support service to students, deliver efficient and professional information, advice and support to meet the needs of students, and provision of a seamless referral service to specialist services to enhance their wellbeing, mental health, and learning outcomes of the students. To this end, the Student Support Officer has to help ensuring an effective and success operation of the Student Social Support & Development Program of Phare Ponleu Selpak through provision of the following services include, but not limited to: Case management, Sponsorship program, Child protection, Referral service, and Awareness raising and training on child rights.

### Main duties and responsibilities:

1. Provide support services, in identifying and resolving student issues, and where specialist service interventions have been identified, to ensure that the necessary referrals are made efficiently and professionally to the Counselling team, Student service, relevant Art schools, other departments and/or external organizations, where applicable.
2. Use prioritizing skills to identify important or urgent issues and ensure that they are escalated appropriately to the relevant support services.
3. Provide information, advice and support to students on a range of personal, and academic issues through structured sessions and informal drop ins.
4. Efficiently assess the student's need, to enable appropriate onward referrals and make recommendations for ongoing support.
5. Maintain appropriate records and information in relation to the frontline service, and facilitate information sharing to ensure effective service delivery in a shared environment.
6. Provide student services such as student registration, induction/orientation programs and wellbeing events.

7. Develop appropriate and effective ways of communicating with students and staff.
8. Maintain a working knowledge and understanding of policies, issues and legislation relating to personal, and academic issues.
9. Prepare and disseminate a range of information and guidance materials, workshops and events for students and staff, for delivery via a variety of media, including: face-to-face, telephone, paper and online.
10. Work collaboratively with external and other government agencies in their support of students and their families
11. Collect and review feedback from students and staff by appropriate means, as part of the continuous improvement plan.
12. Manage caseload and perform associated administrative tasks in an effective manner, including regularly updating of case files and ensuring that all documents are filed appropriately.
13. Enforce the child protection policy and ensure that all reporting procedures are followed.
14. Build strong relationship with children, young people and their families.
15. Ensure that any major incidents concerning children / young people, in their caseload are properly recorded and reported, followed up, and take necessary actions.
16. Have regular meetings with parents and/or guardians of the children to discuss the benefits of having their children/young people participating in PPSA programs.
17. And any other tasks assigned by the Manager.

**Education/Qualifications/Knowledge:**

- University degree in relevant fields.
- Good oral and written communications skills in English and Khmer.
- Awareness of current relevant legislation
- Experience of working within relevant legislation
- Managing with competing demands of a caseload
- Ability to analyze information quickly within a coherent framework
- Experience of using Windows / Microsoft Office packages
- Understanding of Principles of confidentiality
- To be committed to personal and professional development on one's own
- To be committed to anti-discriminatory practice

Please submit your application with detailed CV and recent photo to Phare Ponleu Selpak through contact below by 6:00PM of January 20, 2023

Attention: HRM

Anhchanh village, Ochar commune, Battambang city, Battambang Province, Cambodia.

Or

sareth.k@phareps.org

Short-listed candidates only will be contacted for interview.

The successful candidate must comply with PPS child protection policy & code of conduct, and adherence to the values and missions of Phare Ponleu Selpak.