Coordinator, Special Consideration and Disability Services

POSITION NUMBER 0040040

PROFESSIONAL CLASSIFICATION UOM 8 - $105,684-$114,389 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY Yvonne Rolley

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Growing Esteem’, at http://about.unimelb.edu.au/strategy-and-leadership

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University’s budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University’s business.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

The Student Equity and Disability Service is located in the Wellbeing Services portfolio, which includes the University’s Health Service, Counselling & Psychological Services (CAPS), and the Chaplaincy service. The Student Equity and Disability Service (SEDS) is responsible for providing academic adjustments for students with a disability or health condition, carers of a person with a disability, or official commitments which impact their ability to participate fully in their studies. SEDS is also responsible for processing special consideration applications on behalf of Academic Divisions.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Coordinator, Special Consideration and Disability Services is a key leadership role within the Student Equity and Disability Service (SEDS) team. SEDS team provides student equity
and disability services that cater to the diverse needs of the University’s students, ensuring that students can effectively determine, navigate and achieve their educational goals, identify and access relevant support, and build their capacity to manage their progress and success.

The Coordinator, Special Consideration and Disability Services plays a key role in the provision and coordination of strategies and services that ensure students requiring special consideration and are able to participate equitably in their academic pursuits at the University of Melbourne. These services are delivered in a student-centric environment and in the context that all students are expected to be independent and active participants in their studies at University. This role requires a strong focus on stakeholder engagement, including data collection and analysis and the preparation and delivery of reports, ensuring an evidenced based approach. The Coordinator is responsible for preparing a range of written materials, reports, evaluation of initiatives and other documents as required. The ability to keep projects on track and within scope is an important part of this role including in managing special consideration applications.

Reporting to the Manager, Student Equity and Disability Services, the Coordinator ensures the consistent application of policy and guidelines, and provides mentoring, training and guidance to staff supporting special consideration and administrative functions for tangible disability services including accessible formatting, alternative equipment and support workers where appropriate. Reporting on budget according to University and government requirements, the Coordinator Special Consideration and Disability Services works with finance business partners to forecast expenses in line with anticipated demand. The Coordinator also ensures the team maintains strong and positive stakeholder relationships with Academic Divisions and other services, and that information about special consideration is current and accurate.

The Coordinator will be committed to a student-centred approach to the management of special consideration, as well as an excellent communicator, building effective working relationships within and across teams.

Reporting line: *Manager, Student Equity and Disability Service
No. of direct reports: 4
No. of indirect reports: 51 to 75
Direct budget accountability: #Yes
**Key Dimensions and Responsibilities:**

**Task level:** Significant  
**Organisational knowledge:** Significant  
**Judgement:** Significant  
**Operational context:** University Wide and external stakeholders  
**OH&S and compliance:** All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/](http://safety.unimelb.edu.au/topics/responsibilities/). Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

- Demonstrate leadership in daily team activities and role model the University Services values (University First, Service Excellence, One Team) by supporting team members to deliver effective, high quality services to students;  
- Coordinate the effective administration of the University’s processes for special consideration  
- Oversee financial reporting for University and legislative requirements  
- Oversee a regular schedule of data reporting for early identification of students with complex needs, review the volume of applications and registrations, and application turnaround times to inform ongoing effective service delivery  
- Support the Manager Student Equity and Disability with preparing data, reports for committees (eg. the Diversity and Inclusion Advisory Committee, SPLAG et al) and other stakeholders.  
- Assist the manager to address peak special consideration workflows  
- Support SEDS initiatives including workshop preparation, and coordination; data collection, analysis, and management; project management; assist with written proposals and project reports; and liaise with stakeholders as required under managerial direction  
- Lead system and process improvements which are responsive to stakeholder and student needs
• Lead effective, timely and accurate student and stakeholder communications, including maintaining oversight of online resources, auto-responses, faculty guides and documentation
• Provide leadership in managing complex special consideration student cases as required to meet operational imperatives and agreed service timelines
• Ensure that the protocols established to manage sensitive or critical interactions with students are adhered to and that all staff have a sound knowledge of applicable privacy policy and legislation. This includes management of referrals, feedback and complaints
• Take ownership of escalations and follow through to resolution as far as possible. Refer appropriately to other service areas in instances where this is not possible
• Provide regular feedback and clear performance expectations. Document all performance outcomes, ensure effective performance improvement and management
• Alongside the Coordinator, Equity Advising, build strategies and resources to equip staff with the tools, knowledge and capability for high quality service delivery
• Contribute to the development, innovation and continuous improvement of practices and processes
• Ensure communications about student equity and special consideration are clear, accessible and correct
• Develop and manage effective strategic and collaborative working partnerships with key stakeholders within University Services and Academic Divisions

Selection Criteria:
Education/Qualifications
1. The appointee will have completion of an undergraduate qualification with relevant employment experience, ideally in Higher Education administration

Knowledge and skills:
2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Demonstrated ability to interact sensitively and empathetically with students experiencing a wide range of challenges, stress and anxiety in relation to their studies, and experience in managing the needs of equity cohorts including disability and mental health.
4. Excellent communication and interpersonal skills, with a clear focus on written and in-person communication skills and experience in complaint management

5. Experience in CRM systems, KPI metrics, including data collection, analysis and trends and the preparation and delivery of a variety of reports and feedback for improvements in service provision.

6. Experience in leading, coaching and developing a team of staff in a dynamic environment

7. Demonstrated ability to build and maintain strong professional stakeholder relationships with a diverse stakeholder group, and successfully manage critical dependencies with a range of service providers to enable seamless, responsive service

8. Demonstrated financial management, budgets and oversight of casual contracts and procurement

9. Sound organisational and task management skills with strong attention to detail and the ability to effectively and flexibly prioritise activities to meet business needs

Desirable:

10. Knowledge, understanding and experience of working with relevant Commonwealth and State legislation, particularly the Disability Discrimination Act (Commonwealth) and the Equal Opportunity Act (Victoria)

**Other job related information:**

This position may be required to travel to and work across campuses
Annual leave must be taken at a time which accommodates the peak workflows of the business
Non-standard work hours may be required from time to time by negotiation