**Academic Support Office**

Faculty of Business and Economics

# Student Wellbeing Coordinator

The University of Melbourne 
(logo)**POSITION NO** 0060102

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| **CLASSIFICATION** | UOM 6 |
| **SALARY** | $96,459 - $104, 413 p.a. (pro rata for part-time) |
| **SUPERANNUATION** | Employer contribution of 17% |
| **WORKING HOURS** | Full time (1 FTE) |
| **BASIS OF**  **EMPLOYMENT** | Fixed term for 12 months |
| **OTHER BENEFITS** | <https://about.unimelb.edu.au/careers/staff-benefits> |
| **HOW TO APPLY** | Online applications are preferred. Go to <http://about.unimelb.edu.au/careers>, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number. |
| **CONTACT**  **FOR ENQUIRIES ONLY** | Rose Jost  rose.jost@unimelb.edu.au  0424 572 613  *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](https://about.unimelb.edu.au/careers) | |

## Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

## Position Summary

The role sits within the Academic Programs team in the Faculty of Business and Economics, reports to the Manager, Student Wellbeing, and contributes to the provision of wellbeing support to a broad range of students including outreach, managing a significant number of one-on-one engagements, one-to-many engagements, and assisting in the management of complex student cases.

The incumbent will maintain a high level of awareness of university policies and procedures, issues and activities relevant to the area of responsibility and will be required to contribute to the development of strategies and systems that will enhance student wellbeing.

The incumbent will work closely with the Student and Scholarly Services area of the University of Melbourne to ensure appropriate service offering. They will also act as a contact point for both academic and professional staff in the faculty in receiving and actioning referrals.

Due to Australian immigration regulations, we will prefer applicants with Australian work rights. We welcome applications from Aboriginal and Torres Strait Islander people, people from different cultural backgrounds and people with disabilities.

### 1. Key Responsibilities

#### Undertake outreach and provide support to Faculty students identified through a range of direct and indirect processes, such as those identified through the academic progress review process, to encourage engagement in their studies and undertake collaborative problem solving to support success

#### Provide a direct point of contact for faculty and academic staff seeking to refer students to support services.

#### Prepare briefing materials for complex cases for review by the relevant member of faculty staff

* Coordinate FBE Student Wellbeing Ambassador program

#### Act as a liaison point between students with special requirements, for example for elite athletes, performers, and students with an approved Academic Adjustment Plan, and subject coordinators, where support is required to achieve an optimal outcome

#### From individual meetings, identify trends and recommend broader actions that may be beneficial and contribute to the development and implementation of processes that enhance support to our complex cohort of FBE students.

#### In consultation with the Student Wellbeing Manager, deliver a regular program of health promotion activities within the Faculty to completement those already provided across the university

#### Undertake updates to printed and web information to ensure it provides up to date and relevant information on mental health, student wellbeing initiatives, and recommended resources and links

#### Work collaboratively within and across areas including faculty, and university services including CAPS, SEDS, Safer Communities, and Student Outreach (SOAR) to enable smooth referral of cases when appropriate and to avoid duplication of services

#### Assist other members of the Academic Services team at times of peak activities, such as with orientation, open day, and other activities as required

#### Comply with quality assurance, in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.

### 2. Selection Criteria

#### 2.1 ESSENTIAL

#### Completion of a relevant tertiary qualification and significant relevant experience, or a combination of relevant work experience and/or education/training.

#### Experience supporting student success and wellbeing in sensitive and complex environments that require discretion and confidentiality

#### Excellent interpersonal and verbal communication skills with the ability to effectively build and enhance relationships with internal and external stakeholders.

#### Strong organisational, attention to detail and project management skills to ensure the effective prioritisation, management and completion of tasks within agreed deadlines.

#### Demonstrated ability to exercise independent and informed judgement in problem solving.

#### Ability to exercise sensitivity, discretion, and confidentiality in interactions with students and academic and professional staff at all levels.

#### 2.2 DESIRABLE

#### Experience working in the tertiary, government or health sector

#### Stakeholder-facing support experience

#### Intermediate level Microsoft Office skills.

#### 2.3 SPECIAL REQUIREMENTS

#### Some out of hours work assisting with events such as Open Day

#### A valid Working With Children Check (WWCC) will be required for this role

### 3. Job Complexity, Skills, Knowledge

#### 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

#### The Student Wellbeing Officer reports to the Manager, Student Wellbeing. The incumbent will work under the general direction of this line manager.

#### The role will need to work collaboratively with other staff in the Unit, Faculty, University and externally and build relationships of influence to achieve positive outcomes.

#### The incumbent is responsible for their own time management and prioritisation of tasks to ensure that key responsibilities are met, issues are identified, and solutions recommended in a timely manner.

#### 3.2 PROBLEM SOLVING AND JUDGEMENT

#### Well-developed problem-solving skills and sound judgement are critical to this role. The incumbent will need to display initiative and exercise judgement in the resolution of issues. The role requires a considerable decree of tact, diplomacy and maturity to communicate with a wide range of clients/stakeholders. The incumbent is expected to problem solve, through the standard application of theoretical principles and techniques. They will exercise a high level of initiative and judgement and must be able to work autonomously on several tasks at once. They will be expected to perform work assignments guided by policy, precedent, professional standards and managerial or technical expertise. Teamwork is a core value of the faculty. Good judgement is expected in relation to when to consult and escalate enquiries.

#### The incumbent is required to independently relate existing policy and procedures to work assignments and has the discretion to innovate within functions and take responsibility for outcomes.

#### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

#### The position requires development of an extensive knowledge of the structure of the Faculty and an understanding of academic and administrative policies in both the Faculty and University contexts.

#### 3.4 BREADTH OF THE POSITION

#### The Student Wellbeing Officer role covers a range of activities to deliver high quality administrative and in-person support and programs. The incumbent needs to be adept at interacting comfortably with a broad range of students, and academic and professional staff in the Faculty and University. Their interpretation of policy, dissemination of information, advice, organisational skills, systems design and commitment to continuous improvement is critical to successful delivery of these programs.

#### 3.5 RESOURCE MANAGEMENT

This position has no resource management responsibilities.

***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.

***Occupational Health and Safety (OHS)***

#### 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.

#### OHS responsibilities applicable to positions are published at:

#### <https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

#### These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

***Other Information***

**Organisation Unit**

#### The Academic Programs team is part of Academic Services in the Faculty of Business and Economics. The team has responsibility for the timely delivery of process outcomes related to the faculty’s degree programs including supporting curriculum development through providing secretarial support to several committees, managing the annual course and subject change process and by authorising all approved Handbook changes. The team also manages academic misconduct committees, academic board appeal responses, internal course transfer applications, and faculty dual degree programs. They work with colleagues in the faculty’s teaching departments to ensure clash free subject sets in the student timetable and on the collection and publication of data for the Subject Learning Surveys. They support staff and students in providing timely responses to assignment extension requests and eligible special consideration applications. Additionally, the team provides admissions services for the faculty’s Honours and Doctoral programs and supports the Associate Dean (Teaching and Learning) to effectively respond to the TALQAC review of academic programs.

#### All team members work closely with various stakeholders across the Faculty and University.

Organisational Structure

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

* Accounting
* Business Administration
* Economics
* Finance
* Management and Marketing
* Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres:

* Academic Programs
* Research Professional Services Unit
* Student Belonging and Communications
* Student Employability
* The Williams Centre for Learning Advancement Quality Office

The Faculty is supported by the following central services:

* Finance and Post Awards Research Finance (PAFS)
* Research, Innovation and Commercialisation (RIC)
* Human Resources (including OHS)
* Marketing and Communications
* Student Recruitment and Admissions
* Business Services and Facilities Management

The Faculty also hosts a University-wide initiatives:

The Melbourne School of Professional and Continuing Education (MSPACE), which provides support to all Academic Divisions for their existing professional, continuing and executive education programs, and operates with a specific whole-of institution mandate to significantly expand the University’s professional, continuing and executive education offerings.

Our Programs

There are over 11,000 students enrolled in undergraduate and graduate degrees within the Faculty. The Bachelor of Commerce is one of the most sought-after business courses in Australia. Graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional Masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research Masters degrees and the PhD.

Our Graduates

Since the Faculty was established, it has produced over 60,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

**Budget Division**

https://fbe.unimelb.edu.au

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government representatives and community leaders who contribute to the implementation of our vision.

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

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>

**ADVANCING MELBOURNE**

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

**Governance**

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>