

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Safer Community Program Advisor

POSITION NUMBER	0052640
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - \$96,459 - \$104,413 per annum (pro rata for part-time)
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	Cath Sedunary, Associate Director Campus Community Tel +61 3 8344 7556 Email catherine.sedunary@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
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.

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, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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.

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: Safer Community Program (SCP) is the University's lead support service for students and staff who have experienced or impacted by bullying, discrimination, sexual harassment, sexual assault, family violence or other behaviours of concern. The SCP also provides specialist guidance and advice to the University community around child safety, gender affirmation and student outreach.

The SCP advisor will screen and triage enquiries to the program and provide evidence-based interventions to student and staff cases allocated to them. The advisor will escalate urgent and complex matters to SCP senior colleagues to assist in the management of serious behavioural or conduct cases. The advisor will undertake student outreach interventions where it has been identified that there are concerns for a student's wellbeing. The advisor will also participate in the provision of SCP information sessions and contribute to the maintenance of SCP web content.

The advisor will engage with the SCP Manager to formulate and achieve their professional development goals and work with SCP colleagues to maintain a high standard of trauma informed practice within the program. The advisor will participate in regular case review meetings, practice supervision and incident debriefing as required.

Reporting line: Manager, Safer Community Program

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: Limited

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Across the University

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/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Triage staff and student enquires to the SCP and provide evidenced based interventions within the context of time limited case management
- Escalate urgent and complex behavioural and conduct matters to senior colleagues within SCP and Student and Scholarly Services
- Coordinate support and outreach to students due to welfare concerns.
- Maintain confidential records and documentation within online case management system.
- Prepare and deliver presentations and information sessions to academic faculties, professional program areas, residential accommodation and colleges.
- Participate in supervision and professional development opportunities to enhance practice
- Other duties as directed commensurate with scope and classification of the position

Selection Criteria:

Education/Qualifications

1. The appointee will qualifications in a relevant discipline, such as Psychology, Social Work or Community Services and demonstrated experience or an equivalent combination of relevant experience and education/training.

Knowledge and skills:

2. Demonstrated adoption of values by acting in the best interest of the University; 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 experience in the provision of case management and expertise in working with diverse service users including those presenting with challenging behaviours.
4. Demonstrated understanding of legislation and policy frameworks relating to sexual misconduct, family violence, child safety, equal opportunity, and privacy obligations.
5. Demonstrated understanding of complaint resolution processes and underpinning principles of natural justice.
6. Experience in the management of confidential and sensitive material, including case notes and other records.

7. Demonstrated ability to exercise initiative, to solve complex problems and to take direction from senior colleagues.
8. Expertise in communicating effectively to internal and external service stakeholders, particularly in time critical situations.
10. Well-developed organizational skills, and experience in managing unpredictable workloads and meeting tight deadlines.
11. Demonstrated capacity to maintain a high standard of professional behaviour extending to a commitment to teamwork, personal resilience, and ethical practice

Desirable:

12. Previous experience working in tertiary and /or wellbeing related services.

Other job-related information:

- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.