DEPUTY COLLEGE HEAD
(RESIDENTIAL SUPPORT TEAM OFFICER, LEVEL 2)

DEPARTMENT/UNIT: Monash Residential Services
FACULTY/DIVISION: Campus Community Division
CLASSIFICATION: HEW Level S
WORK LOCATION: Clayton and Peninsula Campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Campus Community Division provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement & Support services and Non-Residential Colleges. For more information about the work we do, please visit http://www.monash.edu/campuscommunity.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please see our website: www.monash.edu/accommodation.

POSITION PURPOSE
The Deputy College Head assists and supports the College Head with the provision of the residential support, engagement and development activities within a residential community (i.e. a hall of residence and/or an accommodation complex which may be made up of a number of units, flats and houses). This includes overseeing and coordinating a range of academic, personal, social and recreational activities and programs for the benefit of resident students.

Reporting Line: The position reports to the College Head under general direction
Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budgetary Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Co-ordinate and administer the delivery of a high quality and innovative program of residential services, systems and programs aimed at providing effective pastoral care and welfare support to the residential community including; coordinating orientation programs and membership of the MRS Orientation Committee, participating in projects and initiatives and providing counselling and practical skills to residents.

2. Coordinate staff members and volunteers, including providing guidance, ongoing training and mentoring to assist them in providing high-quality services within the residential community.

3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements.

4. Support the College Head in undertaking a range of operational and administrative tasks, including administering disciplinary procedures, room allocations, internal communications and planning, policy development and financial management activities.

5. Maintain a high profile and active presence in the residential community in order to effectively manage the provision of support, engagement and development of residents and the community, including working with the College Head to promote a culture of approachability, collegiality, cultural awareness and motivation amongst the residential community.

6. Be responsible for the timely reporting of any major incident involving residents and/or the residential community (including alleged, suspected, witnessed or otherwise reported concerns) to the Director MRS (or their nominee), including implementing emergency and safety procedures in accordance with policy and with support from senior MRS staff.

7. Build and sustain effective working relationships with a network of colleagues such as Residential Support Team Officer(s), other Monash Residential Services staff and clients to facilitate good communication and cooperation.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - Substantial relevant skills and work experience; or
   - An equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Experience in a leadership and advisory role in a University or similar residential environment, including the ability to coordinate and encourage cooperation and individual responsibility amongst young people.

3. Demonstrated organisational and administrative skills, including the ability to set priorities, manage time and plan work to meet deadlines while working under pressure.

4. A strong commitment to excellence in customer service and a hands-on approach to service provision.

5. Demonstrated understanding of the requirement to achieve high-level outcomes in a complex and semi-structured work environment (i.e. one without strictly defined work hours).

6. Ability to interpret policies, systems and processes and provide guidance and advice in a consistent and appropriate manner.

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues.

8. Demonstrated ability to work as an effective member of a team and to work exercising independence, judgement and initiative, including in difficult situations.
OTHER JOB RELATED INFORMATION

- A current satisfactory Working With Children Check is required
- This position is a residential position requiring the Deputy College Head to live in residence and be available and accessible to residents to deal with domestic matters, often during the evening and weekend
- This position will deputise for the College Head as required

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.