

Position Description

Senior Coordinator, Intake and Case Management

Position No:	Insert existing number if unchanged / NEW
Business Unit:	Student Administration – Academic Services
Division:	Deputy Vice Chancellor (Students)
Department:	Student Administration – Academic Services
Classification Level:	HEO7
Employment Type:	Full-Time, Continuing
Campus Location:	Located at the Melbourne (Bundoora) campus or any other Victorian Regional campuses
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits
Further information about:	
La Trobe University -	http://www.latrobe.edu.au/about

Position Context/Purpose

The Senior Coordinator, Intake and Case Management provides advice and support to both staff and students about expected behaviours at La Trobe University. Reporting to the Senior Manager, Conduct and Investigations, the Senior Coordinator, Intake and Case Management will be responsible for the intake and referral of behavioural concerns, undertaking risk assessments and mitigation, and advising staff and students about university support, investigation, and local level resolution processes related to student behaviours of concern.

Duties at this level will include:

- Triage, risk assessment and advice to staff and students about student behaviours of concern, in accordance with legal, regulatory frameworks and University Policy.
- Local level resolution of behavioural concerns and referral to formal investigations and educational outcomes and where appropriate.
- Communicating complex and sensitive information to a range of diverse stakeholders, including domestic students, international students and staff across all levels of the University.
- Preparation of referrals, briefs and reports about behavioural concerns to the Investigations team, including the interviewing of parties to behavioural concerns.
- Providing regulatory and policy advice related to administrative and investigative functions across Student Conduct, Student Complaints and Student Appeal matters.
- Reporting information from Student Conduct processes for regulatory compliance and continuous improvement purposes.
- Working with key stakeholders to contribute to the strategic planning and implementation of strategies to address underlying issues contributing to behavioural concerns across the university.
- In partnership with colleagues across the division and Health, Wellbeing and Inclusion Division, support a range of activities relating to the management and assessments of threats.

Essential Criteria

Skills and knowledge required for the position

- An undergraduate degree in Law, Social Work or other relevant degree; and experience in managing conduct concerns or investigations within a regulatory environment.
- Knowledge of relevant policy and legislative requirements within the University sector, and the legal principles that support effective case management, behavioural support and formal investigation processes; or the ability to attain this knowledge and demonstrated experience in working within legislation and policy within a regulatory environment
- Experience in triaging, risk assessing and case managing complex conduct and behavioural matters within a regulatory environment, including awareness and understanding of prevailing issues that relate to sexual harm and gender-based violence.
- Understanding of the principles of procedural fairness, equal opportunity, privacy, occupational health and safety, and their application to conduct and other administrative investigations.
- Effective communication and interpersonal skills to maintain effective working relationships internally and externally, and to communicate effectively with diverse stakeholders,

including an understanding of the impact of intersectionality to marginalised and minority groups.

- Demonstrated organisation and problem solving skills, with an ability to manage several different projects concurrently.
- Demonstrated skills in research, evaluation or interpretation of data.
- Demonstrated high level of self-motivation and personal management skills.
- Demonstrated high level expertise in case management, ideally within a large and complex organisation.

Capabilities required to be successful in the position

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.

Ability to make sense of data to inform decision making – implementing ideas to improve local practices.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**:* We connect to the world outside — the students and communities we serve, both locally and globally.
- *We are **Innovative**:* We tackle the big issues of our time to transform the lives of our students and society.

- *We are **Accountable**:* We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- *We **Care**:* We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials: Date: