POSITION DESCRIPTION

Position Title: Student Advisor (Welfare Support & International Students)
Organisation Unit: Student Services
Position Number: TBC
Type of Employment: Full Time, Fixed term - December 2020
Classification: Hew Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Student Services Directorate is part of the Student Affairs Division, which also comprises the Health Service and UQ Advantage Office. Student Services comprises the following sub-units: the Learning Hub, Student Counselling, First year Engagement, Accommodation Services and Multifaith Chaplaincy. Services are delivered across the main campuses of UQ.

Details of Student Services may be accessed on the web site at http://www.uq.edu.au/student-services/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide students with assistance and support through all aspects of student life. This includes advice on financial assistance, accommodation and health and wellbeing related issues.

In addition, to specifically provide international students assistance with transitional and adjustment issues so that they can achieve their academic and personal goals through individual appointments or group programs.

This role will be part of the team that supports young international students through a guardianship program whilst they are under 18, specifically ensuring their safety, support and welfare whilst away from their parental support

This role will also act as a referral service to external agencies.

Duties

Duties and responsibilities include, but are not limited to:

- Identify and assess the specific needs of international students and plan, design and conduct support programs in response to these needs.
- Coordinate and deliver welfare and student support services for students, including the international students’ orientation and departure sessions.
- Conduct regular evaluation of student advisory and support programs and engage in relevant research to initiate service improvement.
• Provide support through individual consultations to international students on a range of concerns related to transition and adjustment to living in Australia and studying in the University of Queensland.
• Prepare and update information materials including print and web-based materials
• Provide assistance in and manage crisis situations
• Perform administrative duties such as case management and statistical record keeping, correspondence and report writing
• Engage proactively with academic and administration staff to raise awareness and inform on international student issues and concerns.
• Undertake strategic, applied research relevant to the concerns and activities of Student Services
• Contribute proactively to ensure effective operation of the student support teams
• Develop and maintain networks or partnerships with other staff of the University, student groups, government departments and other agencies on international student support services and issues.
• Work with colleagues across the institution and in the community as required in support of the student needs identified

• Any other duties as reasonably directed by your supervisor

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• the University’s Code of Conduct
• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the Student Services Manager.
SELECTION CRITERIA

Essential

- A degree in a relevant area (e.g. Social Work, Sociology, Behavioural Science, or Psychology) and at least four years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education and training;
- Strong organisational and project management skills, including planning, scheduling, prioritisation required in the management of multiple events
- A demonstrated high level of communication and negotiation skills.
- An ability to coordinate, develop and implement pro-active programs in response to the needs of students.
- A demonstrated ability to understand human relations and behaviour and to assist students in dealing with their concerns.
- Experience with working and liaising with people from a range of backgrounds including professional, academic and external government and public agencies.
- Proven experience in working with and understanding the needs of people from non-English-speaking backgrounds.
- Ability to work co-operatively and supportively as a member of a team
- Positive attitude / outlook to relate to people from varied backgrounds and ages.

Desirable

- A minimum of three years’ experience and demonstrated ability to provide welfare support services, particularly in a tertiary or related environment.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au
Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.