POSITION DESCRIPTION

Position Title: Student Support Co-ordinator
Organisation Unit: Aboriginal and Torres Strait Islander Studies Unit
Position Number: 3034265
Type of Employment: Full time, continuing
Classification: HEW Level 6

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 Aboriginal and Torres Strait Islander Studies (ATSIS) Unit was established at The University of Queensland in 1984, recognising the importance of support for Aboriginal and Torres Strait Islander students and engagement with the Indigenous community. The activities of the ATSIS Unit are guided by the objectives of The University of Queensland Strategic Plan. The ATSIS Unit strongly supports the celebration of Aboriginal and Torres Strait Islander cultures and recognises the enormous contributions that Aboriginal and Torres Strait Islander peoples and perspectives bring to UQ’s Learning, Discovery and Engagement activities.

The ATSIS Unit has a student community and support office on the St Lucia campus and a student community space at Gatton campus. Remote assistance is provided to students at Gatton and other UQ campuses or locations.

All employees within the Aboriginal and Torres Strait Islander Studies Unit require a demonstrated understanding and acceptance of the Aboriginal and Torres Strait Islander identities and cultures.

The ATSIS Unit reports to the Office of the Pro-Vice-Chancellor (Indigenous Engagement), which is responsible for:
• leading the strategic development, implementation and monitoring of the whole-of-University approach to Indigenous Learning, Discovery and Engagement;
• strengthening leadership within the University in relation to Indigenous Education; and
• building links within the community.

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
The primary purpose of the position is to contribute to the Unit’s objective to increase recruitment, retention, academic performance and graduation rates of Aboriginal and Torres Strait Islander students at the University of Queensland (UQ). The position holder will assist in promoting The University of Queensland to Indigenous students and provide advice and support to Indigenous students across the student lifecycle.

Duties
Duties and responsibilities include, but are not limited to:

Student Support

• Act as the first point of contact for UQ enrolled Aboriginal and/or Torres Strait Islander students seeking a wide range of student support services including academic and personal support and making appropriate referrals where necessary.
Manage a wide range of complex prospective student enquiries and providing appropriate advice and guidance about pathways into tertiary education, including UQ's Admission Pathway Scheme for Aboriginal and Torres Strait Islander peoples.

Provide advice and referrals regarding Academic Standing matters that affect Indigenous students’ academic performance.

Provide support to the Manager, Student Services and the ITAR Coordinator for the ongoing development and implementation of the Indigenous Tutorial and Retention program (ITAR).

Provide advice and guidance to prospective and, currently enrolled Indigenous students, about post-graduate and RHD opportunities. Make referrals to appropriate counselling and other services within the UQ community and external community as required.

Develop, implement and co-ordinate in liaison with Unit colleagues, an Indigenous Student Leadership program consisting of currently enrolled Aboriginal and/or Torres Strait Islander students.

Manage and co-ordinate the various Admission Pathway Scheme for Aboriginal and Torres Strait Islander peoples.

Assist the Manager, Student Services with the QTAC admissions process, including QTAC offer rounds and tasks associated with the Admission Pathway Scheme.

Develop, implement and co-ordinate Pre-Orientation programs for commencing UQ students.

**Internal Engagement**

- Liaise with the Indigenous student collective, Goorie Berrimpa and provide strategic support around student engagement activities.
- Develop a calendar of student engagement events and workshops in consultation with ATSIS Unit staff, faculties and community organisations etc.
- In collaboration with UQ Scholarships, promote the wide range of internal and external scholarship opportunities that are available to prospective and enrolled Indigenous students.
- Promote the academic interests of Indigenous students with UQ’s Schools and Faculties as appropriate, including through the Faculty Working Groups for Indigenous Education and providing administrative support to those working groups.
- Liaise with the Manager, Student Services, the Academic Support Officers, and the ITAR Coordinator to ensure that students access learning support and tutoring as appropriate.
- Assist the Manager, Student Services to develop a strategy to increase the participation of Aboriginal and Torres Strait Islander peoples in Research Higher Degrees.

**External Engagement**

- Develop an Indigenous Alumni database and assist in the development of an Alumni strategy.
- Develop relationships with key external organisations and stakeholders to increase opportunities for students to gain valuable work experience and graduate opportunities.
- Develop relationships, and network with key external community organisations to increase awareness of UQ programs and ATSIS Unit student engagement activities.

**Promotion and Liaison**
• Develop and assist with the preparation of promotional materials for dissemination to school, career fairs and Open Days.
• Plan and engage in ATSIS Unit projects and events, e.g., NAIDOC, University experience programs, Orientation, Open Day, career fairs. Contribute to and undertake marketing and communications activities for prospective and current students, in liaison with other Unit staff.
• Event Management including developing programs, attending, preparing for and supporting events for the promotion of the ATSIS Unit.
• Contribute to the ATSIS Unit marketing and communications strategy.

Administration

• Manage the maintenance of student records.
• Contribute to reporting of student support activities and programs to the University and external funders.
• Manage appropriate reports and maintenance of internal databases, using UQ's Reportal system in relation to recruitment, retention and completion rates of UQ Indigenous students.
• Undertake other duties as required by the Manager, Student Services and ATSIS Unit Director.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
  • 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 Manager, Student Services in the Aboriginal and Torres Strait Islander Studies Unit.
SELECTION CRITERIA

This is an identified position and the occupant must be of Aboriginal and/or Torres Strait Islander descent as an equal opportunity measure in accordance with Section 105 of the Queensland Anti-Discrimination Act 1991.

Essential

- Completion of a degree; or of an Advanced Diploma and at least one year of subsequent relevant work experience in fields relating to Student Services and Support or similar Student related roles; or completion of a Diploma and at least two years’ subsequent work experience; or completion of a Certificate IV and extensive work experience; or an equivalent combination of relevant experience and/or education/training.

- High level written and verbal communication and interpersonal skills, including proven presentation and facilitation skills.

- Proven ability to manage complex problems and situations within a culturally appropriate framework of practice.

- Proven ability to build and maintain positive relationships with a wide variety of people, including secondary school students, their parents/guardians, school leadership and teaching staff, university staff and students, and Aboriginal and Torres Strait Islander communities.

- Demonstrated knowledge of the Queensland tertiary education systems, of the QTAC system, and processes around pathways into university.

- Possess knowledge and/or sound understanding of the UQ General Award Rules, Admissions rules, and other relevant UQ policies that govern student academic performance.

- Demonstrated understanding of the barriers, challenges and constraints that inhibit aspiration to tertiary level study for Aboriginal and Torres Strait Islander peoples.

- Demonstrated experience in working under broad supervision in a cross cultural environment, to provide appropriate support and guidance to specific groups or individuals, and to use professional judgement that is in line with UQ policies and procedures.

Desirable

- Current driver’s license.

The University of Queensland is committed to equity, diversity and inclusion.