Position Description

Title: Health and Welfare Support Officer
HEW Level: Level 6

Faculty/Office: Executive Director, Student Engagement and Registrar
Position Number: 

Department/Team: Student Wellbeing
Date: November 2020

Position Purpose: To provide and facilitate welfare support services to students.

ORGANISATIONAL CONTEXT
The Deputy Vice Chancellor Academic (DVC-A) oversees the planning, quality and delivery of the Education experience provided to Macquarie University’s students. Student Life, within the DVC-A portfolio, is responsible for maintaining an engaging student experience and services that promote a sense of belonging, wellbeing, accessibility, retention and success.

Student Wellbeing services focus on early intervention/prevention (information and advice), triage (assessment), interventions (treatment/adjustments), and where required, referral to internal and/or external providers.

The Welfare Service offers specialised services to students focused on the provision of support, information, and referral, in relation to financial concerns, tenancy matters, legal issues, academic progress, health issues and other biopsychosocial needs.

ORGANISATION CHART

- Director, Student Life
- Senior Clinical Psychologist
- Student Care & Trauma Lead
- Disability Support Lead
- Counselling Practice Coordinator
- Allied Health Advisors
- Health and Welfare Support Advisor (VACANT)
- Health and Welfare Support Officer
- Emergency Care Team
### KEY ACCOUNTABILITIES

- Assess students’ needs and eligibility, and support students through the process of applying for, MQ and community-based financial support
- Under supervision, contribute to the assessment of the impact of biopsychosocial factors, including personal, social, environmental, economic and cultural needs, on the student’s wellbeing and their ability to participate in and complete their tertiary studies.
- Provide advice and support to faculty and office staff, and other Wellbeing and Support Services staff on psychosocial issues impacting students.
- Provide skills and support to navigate life stressors (e.g., financial budgeting, communication skills, accessing Centrelink support).
- Identify the need for and refer clients to other relevant internal or external allied health or community services.
- Identify, evaluate, escalate and report on potential risks in relation to students of the University.
- Comply with relevant professional standards and codes of ethics
- Contribute to the development/review of web-based resources to provide students with up-to-date information about available financial, accommodation and legal supports.
- Ensure professional standards through participation in Student Wellbeing meetings, maintaining accurate and timely records, and monitoring service-related statistics.
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification

### POSITION SCOPE

| Reports to: | Student Care and Trauma Lead |
| Positions Reporting to: | N/A |
| Key Direct Clients: | MQ students | Immediate team members |
| Other Key Relationships: | Heads of Office, Heads of Dept, Senior Managers | Particular staff members in other offices or departments | Other staff members in own office or department | MQ staff in general | Other external contacts |
| Budget Accountability: | N/A |
| Role-specific Conditions: | Working with children checks | Membership or registration with a relevant professional body related to disability or other allied health discipline |
| Scope and autonomy | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem solving | Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Analysis and Judgement:</strong> Evaluating information and data to solve problems and make decisions.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Communication:</strong> Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Service Focus:</strong> Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Interpersonal Savvy:</strong> Recognising and responding appropriately to changing interpersonal situations and contexts.</td>
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<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
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## REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Completion of a relevant degree in social work, welfare, disability, or other social/health sciences discipline, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Computer skills including Microsoft Office, statistical programs, internet and email.

## ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Student Wellbeing’s functions and structure.
- Knowledge of Student Wellbeing’s policies, systems, processes and procedures.
- Knowledge of the supports and services available on campus and in the wider community that can be used to optimise students performance.
- Knowledge of how the University works and how relevant functions across the University interrelate.

## KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Provision of support and guidance to clients with wellbeing needs.
- Proven experience providing support and interventions to diverse youth, adult, CALD and indigenous populations.
- Demonstrated understanding of the range of issues impacting on student participation, retention and success within the higher education sector.
- Identifying and referring individuals or groups at risk.
- Demonstrated well-developed interpersonal, communication and collaborative skills to work effectively with stakeholders.
- Ability to be organised, to work productively both independently and as a member of a team, and flexibly respond to demands as they arise.
- Ability to identify and provide advice on systemic issues that may negatively affect the academic, personal and professional success of students at Macquarie University.