POSITION DESCRIPTION

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| **POSITION DETAILS** |
| **Position Title:** | **Student Services Officer** |
| **Position Number:** | 00021089 |
| **Classification:** | HEO6 |
| **Faculty/Division:** | Division of Academic and Student Engagement |
| **School/Branch:** | Wirltu Yarlu |
| **Reports to (position title):** | Business Development & Operations Manager |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability.
* This is an identified position for an Aboriginal and/or Torres Strait Islander candidate.
* Valid Working with Children Check (WWCC) or willing to undertake.
* Some out of hours work and travel may be required.
* Current driver’s license.
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| **Significant Working Relationships:** | * Pro Vice Chancellor (Indigenous Engagement)
* Aboriginal and Torres Strait Islander students at the University and affiliated bodies (Lincoln, UoA College)
* Academic teaching staff and WYAMP Coordinator in Wirltu Yarlu
* Managers and staff within Wirltu Yarlu
* Academics and professional staff across the University
* Government departments and agencies
* Aboriginal and Torres Strait Islander community groups Government departments and agencies
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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.The Division of Academic and Student Engagement (DASE) partners with students, staff and the broader community to deliver an outstanding student experience. At the heart of the student experience are transformational opportunities in learning and teaching.The Indigenous Engagement branch is responsible for leading the University of Adelaide’s strategic and operational commitments to enhancing the participation of Aboriginal and Torres Strait Islanders in higher education. Indigenous Engagement provides strategic leadership in relation to the Indigenisation of the University of Adelaide's programs, the recognition of Aboriginal and Torres Strait Islander knowledge and perspectives, the promotion of teaching and research in Indigenous studies, the employment of Aboriginal and Torres Strait Islander staff, and engagement with Indigenous communities.Wirltu Yarlu is responsible for engaging with and recruiting Aboriginal and Torres Strait Islander people as well as providing support to students during their time at the University of Adelaide. They provide culturally appropriate support and academic mentoring to Aboriginal and Torres Strait Islander students and support them to access tertiary education through various pathway programs, including Marni Wingku, the Karnkanthi Indigenous Education Program and the Access Pathway. Wirltu Yarlu also supports the broader University to better understand Indigenous cultures and histories through the delivery of the Indigenous Knowledges Major and employment of Cultural Advisors.The Student Services Officer works under general direction of the Business Development and Operations Manager to develop and implement a broad range of strategies designed to encourage Aboriginal and Torres Strait Islander students to attend the University of Adelaide. The position provides specialist advice and support both academically, professionally and pastorally to ensure the successful retention, progression and graduation of Aboriginal and Torres Strait Islander students. |

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| **KEY RESPONSIBILITIES** |
| Student Support Services | * Provide expert and individual tailored support services and advice that address personal, cultural, and academic needs in regards to the following:
	+ Internal and external referrals to services such as; Aboriginal and Torres Strait Islander health services, counselling, and disability services.
	+ Financial support options by assisting with providing Centrelink and Abstudy referral information, information and assistance with scholarship enquiries and applications, emergency services, and budget assistance etc.
	+ Accommodation options including Housing SA, University Accommodation Services, residential colleges, hostel and private rental.
* Liaise with other internal student support service providers, including Student Care and Student Services Teams, as required.
* Ensure confidential and accurate case management and record keeping processes in accordance to the relevant University policy and procedures.
* Support the implementation of the Student Services strategic plan to achieve its vision, key result areas and actions.
* Provide student data for collection and complex analysis for divisional business reports.
* In collaboration with academic staff across the University provide support in areas such as; Academic program progression, Study skills advice and information on the Wirltu Yarlu Academic Mentoring Program (WYAMP).
* Ensure the Student Experience Manager is provided with timely updates on all student related issues, including academic progress.
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| Programs and events | * Contribute to the development and implementation of programs and events that promote student engagement and success.
* Assist in developing and coordinating programs and events such as Wirltu Yarlu’ s Orientation, Indigenous graduations ceremonies, and other student service activities as directed by the Student Experience Manager.
* Support the delivery of the Indigenous Support Mentor (ISM) Program.
* Support the delivery of the Ambassadors Program.
* Actively participate in the Wirltu Yarlu Aboriginal and Torres Strait Islander Access Pathway program selections and academic mentoring interviews process as required.
* Ensure attendance at University External Engagement community events as required.
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| Stakeholder engagement | * Proactively liaise with internal and external student support providers including the Indigenous Ambassadors Program and Student Care, to ensure holistic service delivery and case management.
* Represent Wirltu Yarlu at Divisional and University committees and working groups. and Student Leadership Programs CoP and Student centric committees, as required.
* Develop and maintain strong connections with community groups and Elders to complement support for students, and increase

Wirltu Yarlu’s community reach. |
| Other reasonable duties commensurate with classification level. |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * N/A
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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and ourValues of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**1. Experience in working with Aboriginal and Torres Strait Islander people, communities and agencies.
2. An understanding of Aboriginal and Torres Strait Islander culture and ability to communicate effectively with Aboriginal and Torres Strait Islander people including knowledge of the social issues likely to impact Aboriginal and Torres Strait Islander higher education students.
3. Knowledge of higher education policies, programs and resources available to Aboriginal and Torres Strait Islander students.
4. Knowledge of the broad range of services students may access while studying at University.
5. Demonstrated experience in the delivery of education programs and activities.
6. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.

**Qualification/s:*** A degree (preferable in Social Work, Psychology or Human/Social Services) and subsequent relevant experience; or
* An equivalent combination of relevant experience and/or education/training.
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