

Director Safe and Fair Community Unit

Division	Academic Division
Section	Student Life and Enrichment
Location	Hobart, Launceston, or Cradle Coast
Classification	Senior Manager
Reporting line	Reports to Executive Director Student Life and Enrichment

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social, and cultural future of Tasmania and, from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision depends on the people we employ and on creating a people-centred University that is values-based, relational, diverse, and development-focused.

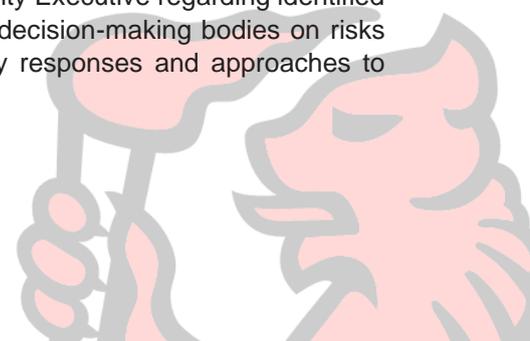
The Director will provide institution level leadership and oversight of the Safe and Fair Community Unit (SaFCU) with responsibility for the responses, services and processes that support the wellbeing and psychological and physical safety of students, staff, and our broader University community. SaFCU is the University's single point of referral for all complaints, concerns and misconduct matters reported by staff, students, or members of public regarding University students or staff in the conduct of their work and study. This extends to reports of concerning behaviours and presentations, witness or experience of sexual assault and harassment and allegations of misconduct and complaints.

The unit's work is fundamental to ensuring our community's safety and wellbeing and our ongoing compliance with a range of external regulatory instruments and internal policies and procedures. The work of the unit is equally high impact and high risk, being of critical importance to the student and staff experience.

As the leader of the unit, the Director SaFCU is accountable for coordinating the University's response to a complex range of concerns, complaints, and allegations of misconduct in alignment with external laws, regulations, and standards as well as the University's own ordinances and policies. This also includes leading critical incident responses, and setting the strategic priorities for and drawing on national good practice to ensure high-quality provision of the University's student counselling and broader wellbeing services in the context of the University's overall people and wellbeing framework.

The Director shapes the structure, culture, and performance of the team, ensuring that processes are responsive to changing strategic priorities, community need and performance expectations. This Director is broadly responsible for:

- Monitoring and responding to emerging issues and critical incidents across the institution via a network of appropriately trained contact officers embedded within Colleges and Divisions.
- Leading a multi-disciplinary team of professional staff across all delivery sites whose responsibilities include SaFCU's investigative function, counselling and mental health services, complaints and concerns management, and administering student misconduct processes.
- Maintaining and monitoring standards of SaFCU's work, combining both qualitative and quantitative data as part of regular quality assurance and trend analysis, with a particular focus on stakeholder feedback.
- Providing data informed, detailed analysis and briefings to the University Executive regarding identified institutional risks and trends and making clear recommendations to decision-making bodies on risks and opportunities, the strategic direction, and appropriate University responses and approaches to student, staff, and community wellbeing more broadly.



- Managing all aspects of internal policy and procedure development, audit, and review in areas under SaFCU's remit, ensuring that these are, at all times, compliant with the University's external regulatory obligation and that the institution has responded efficiently and compliantly to relevant national frameworks, institutional reviews and recommendations. This includes taking a leadership role to enable collaboration and wide consultation with other areas of the University, in particularly Legal Services, Academic Quality and Standards, and People and Wellbeing.
- Providing detailed briefings of the status of high-risk cases and escalating complex student/staff misconduct cases with recommended actions to the SaFCU Governance Group and Provost where the scenario presents specific risks.
- Providing oversight of relevant investigative panels and external processes.
- Leading all SaFCU and wellbeing services and processes, and development of appropriate education and training programs and resources, in a manner reflective of the diversity of the student cohort and community.

What You Will Do

- Provide University-wide leadership, direction and oversight on matters related to wellbeing and counselling services; responses to critical and/or trauma related incidents; investigations and determinations in relation to instances of inappropriate behaviour or conduct; the resolution of complaints; and highly complex matters and critical situations which may present potential risk to the University community, its staff, and students.
- Provide insight, expert advice and guidance to the University executive and other senior staff on case management processes and institutional reporting of concerning behaviour, conduct and complaints in accordance with external regulations and the University's ordinances, policies and procedures and provide recommendations for improvement and the mitigation of serious institutional risks.
- Oversee the University's ordinances, policies, strategies, operational plans, and public resources relevant to the remit of the unit, ensuring systematic integration with other key services such as People and Wellbeing, Legal and Governance, Safety and Security and Student Accommodation to deliver a quality-assured suite of services and resources.
- Problem-solve effectively in a demanding environment, leading and coordinating multiple parties to respond or resolve complex situations, and demonstrate excellent judgement in relation to complex cases, critical incidents, or traumatic events.
- Provide leadership and professional supervision of a team of highly qualified professionals undertaking counselling, investigations, determinations, and other complex tasks. This includes overseeing individual and team performance, ongoing professional development and closely monitoring the wellbeing of team members.
- In consultation with the University General Counsel and Legal Office, provide expert advice to University Executive in the effective response and resolution of highly complex institutional issues or complaints involving external bodies such as the Ombudsman, Australian Human Rights Commission and TEQSA.
- Provide expert guidance to stakeholders across the University, building positive, influential working relationships with partners including Student Living, People and Wellbeing, Legal Services, College Leadership teams, Research, Office of the Chancellor and Vice-Chancellor and the Tasmanian University Student Association, and positive working relationships with key external stakeholders, including Tasmania Police and the Tasmanian Ombudsman.
- Contribute to the University's Crisis Management and Recovery Team and coordinate appropriate responses and mobilisation of staff as required on policy solutions and recovery procedures to critical events.
- Oversee the implementation and delivery of the University's Disability Inclusion Action Plan, working across Divisions and Colleges to ensure that students and staff of all abilities are welcome, valued and supported.



Other Position Requirements

- Capacity to travel regularly to other UTAS campuses to support delivery of services.
- Working with Vulnerable People card

What We Are Looking For

1. Post graduate tertiary qualification/s in a relevant human service-related field and extensive relevant senior leadership experience
2. Evidenced capability leading skilled teams that respond to complex and sensitive people issues, complaints, or delivery of complex professional services.
3. Demonstrated capacity to successfully manage organisational change and to negotiate and monitor performance standards for individual staff members and teams.
4. Highly developed investigative skills, backed by strong and decisive judgement, with proven examples of making timely determinations on highly complex cases in a demanding and dynamic work environment.
5. Exceptional interpersonal, conflict resolution and negotiation skills, with a recent record of successful collaborative practice and capacity to influence, working constructively with and providing leadership to a wide and diverse range of internal and external stakeholders.
6. Written and verbal communication skills of the highest standard, with a demonstrated ability to synthesise and communicate complex and confidential information to a range of expert and non-expert audiences in service of ongoing quality assurance and improvement.
7. Demonstrated ability to analyse qualitative and quantitative data and use these data to drive strategic decision making.
8. Extensive knowledge of relevant legislation and University sector policy frameworks and a demonstrated ability to translate external regulation into institutional procedures and processes.
9. Detailed knowledge and understanding of national and international higher education issues, developments, and trends relevant to the remit of the portfolio.

Personal Values and Traits

- People-centred individual who actively shows empathy for others.
- Resilient and adaptable.
- Able to deliver, showing tenacity and commitment in achieving results.
- Positive leadership.

Work Arrangements

The University of Tasmania is committed to flexible working arrangements wherever possible to ensure that people from diverse backgrounds have the opportunity to work with us.

This position does not have fixed hours. The Director will be required to regularly be on-call after hours, on weekends and public holidays as a key institutional contact for critical incidents.

Part time and job share opportunities are not available for this role.

We are an inclusive workplace committed to ‘working from the strength that diversity brings’ reflected in our Statement of Values. We are dedicated to attracting, retaining, and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age, and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

University of Tasmania



The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social, and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students, and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

Check out more here:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

