

Position description

Residential Support Assistant (Residential Support Team Officer, Level 3)

Department/Unit	Monash Residential Services
Faculty/Division	Campus Community Division
Classification	HEW Level 4
Work location	Clayton and Berwick campus
Date document created or updated	5 October 2016

Organisational context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our university and our exciting future, please visit www.monash.edu.

The Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership and Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Social Justice Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>

Monash Residential Services provides a range of on and off campus accommodation options and services to students, staff, the business community and short term visitors to Monash University. For information about the services we provide, please see our website: www.mrs.monash.edu/

Position purpose

The Residential Support Assistant (RSA) supports the Residential Support Team Officer(s) (RSTOs) in providing of the Residential Support, Engagement and Development activities within their community, and to all resident students. (i.e. a hall of residence and/or an accommodation complex which may be made up of a number of units, flats and houses).

Reporting line: The position reports to the College Head under routine direction

Supervisory responsibilities: The Residential Support Assistant does not directly supervise staff, but will assist in the mentoring and support of Resident Advisers and elected and/or appointed student representatives

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Support and assist College and Deputy College Heads in ensuring the provision of residential support, engagement and development programs and activities within their residential community – including appropriate advice/referral services on welfare matters and determining their suitability to be volunteer Resident Advisers

2. Actively participate in the support, development and engagement programs in their community, including attending social functions and activities involving the residential community
3. Assist the Residential Support Team Officer(s) and Resident Advisers in implementing various programs for residents such as orientation, residential support, recreational and personal development activities to foster an inclusive environment
4. Respond to emergency and/or problem situations in an efficient and effective manner, contributing to the safety and well being of residents under the direction of MRS policy and MRS senior management
5. Personal responsibility for the timely reporting of any major incident involving residents and/or the residential community (including alleged, suspected, witnessed or otherwise reported concerns) to the Director MRS (or their nominee). This responsibility applies to any incident which could/would/should be reasonably responded to utilising MRS Critical Incident Management Protocols, and/or may be a breach of the MRS Conditions of Residency
6. Build and sustain effective working relationships with a network of Monash Residential Services staff and clients, in order to achieve optimum communication, rapport and trust

Key selection criteria

Education/Qualifications

1. The appointee will have completed or be in the process of completing:
 - an Associate Diploma in a relevant discipline with subsequent relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Experience playing a leadership and Advisory role in a residential (or similar) environment, including the ability to coordinate and encourage cooperation and individual responsibility amongst young people
3. Demonstrated ability to manage interpersonal relationships within a community with sensitivity and flexibility
4. Ability to remain calm and make sound judgement including in difficult situations
5. Well-developed communication skills, including the ability to interact with a diversity of people and maintain confidentiality
6. Good organisational skills, including the ability to organise work to meet priorities and deadlines
7. Ability to work as an effective member of a team as well as independently under routine supervision

Other job-related information

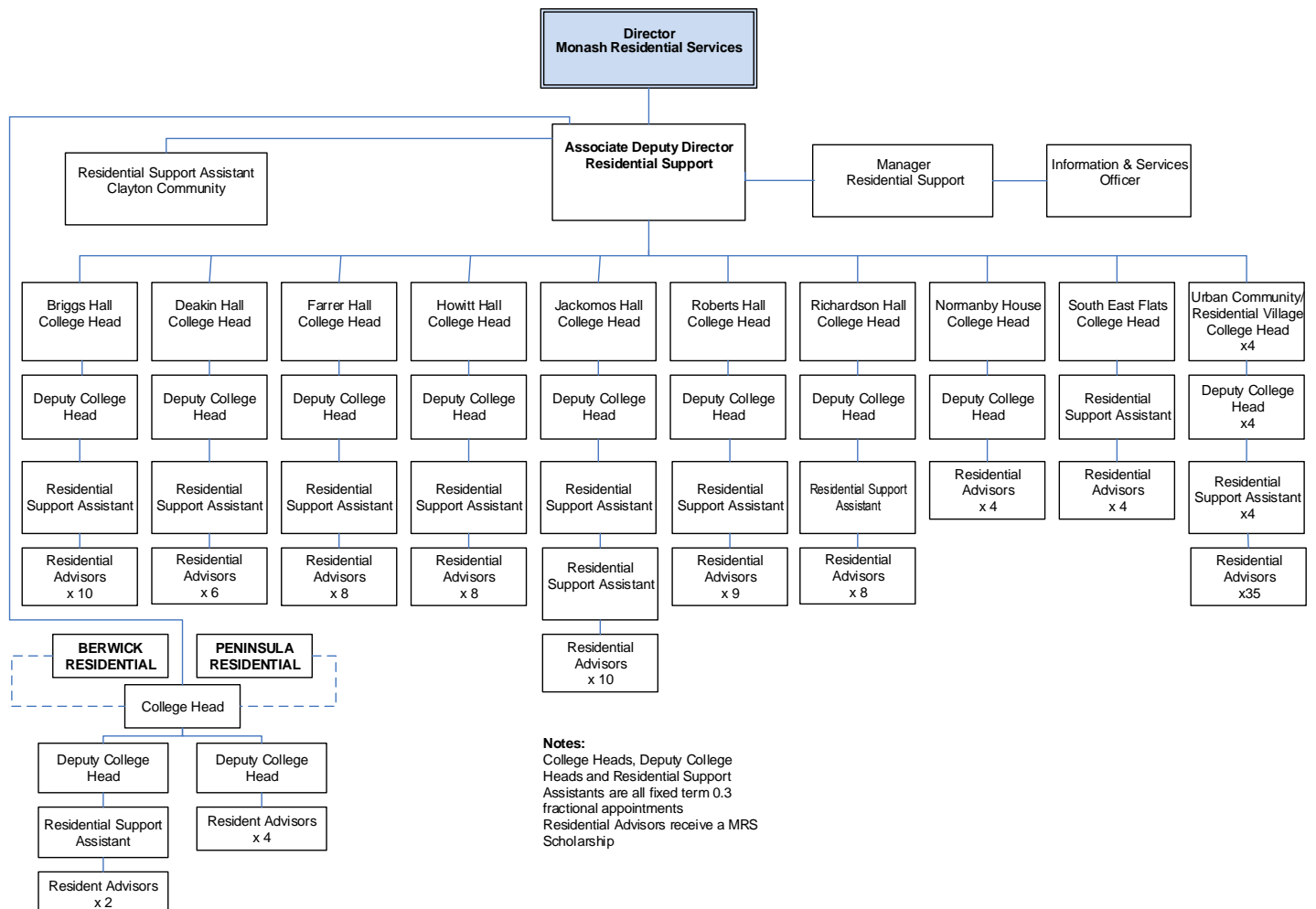
- The position requires the incumbent to hold a current Working with Children (Employee) Check
- This position is fully residential and the Residential Support Assistant is required to live in residence as the incumbent will be required to provide assistance out-of-hours, including evenings and on weekends

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational chart

Monash Residential Services – Residential Support Services



Nomenclature

- Residential Support Team Officer 1 = RSTO 1 = College Head = CH
- Residential Support Team Officer 2 = RSTO 2 = Deputy College Head = DCH
- Residential Support Team Officer 3 = RSTO 3 = Residential Support Assistant = RSA