

Position description

College Head

(Residential Support Team Officer, Level 1)

Department/Unit	Monash Residential Services
Faculty/Division	Campus Community Division
Classification	HEW Level 7
Work location	Clayton 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 provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement and Support services and Non-Residential Colleges. For more information about the work we do, [please visit our website](#).

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](#).

Position purpose

The College Head is responsible for the general, academic and social activities occurring within a residential community (i.e. a hall of residence and/or an accommodation complex which may be made up of a number of units, flats and houses). The College Head maintains a constant and stabilising presence in the residential community, providing and/or overseeing the provision of the Residential Support, Engagement and Development activities within their community, and to all resident students.

Reporting line: The position reports to the Associate Deputy Director (Residential Support), Monash Residential Services under broad direction

Supervisory responsibilities: The College Head manages the Deputy College Head and/or the Residential Support Assistant(s). The College Head also provides leadership to various volunteer groups within the residential community

Financial delegation and/or budget responsibilities: The position is responsible for expenditure of the College Head's Fund (which is approx. \$20-\$40k)

Key responsibilities

1. Motivate and manage the Residential Support Team Officers and student leaders in their residence, ensuring the delivery of high-quality services within the residential community
2. Lead and/or participate in innovative and significant projects / programs, including project planning, coordinating resources, undertaking tasks and reporting on progress and outcomes ensuring milestones are achieved on time and within budget
3. Maintain a high profile and active presence in the residential community in order to effectively manage the provision of support, engagement and development of residents and the community, as well as effectively dealing with complex incidents in line with MRS policy and expectation
4. Foster a positive culture within the residential community through specific actions / activities such as taking steps to address specific cultural needs, providing advice, support, and practical skills to residents
5. Build and sustain effective working relationships with a network of colleagues such as Residential Support Team Officers, Monash University staff and clients and use these to facilitate communication and cooperation
6. Undertake planning and initiate and implement continuous improvement activities relating to Monash Residential Services practices, policies and procedures
7. Responsibility (individually and for your residence) 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
8. Responsibility for compliance with and reporting of statutory requirements such as ESOS, and other required documentation within their Residence
9. Responsible for record keeping and reporting activities, including College Head's Fund expenditure; and preparing and implementing strategic initiatives in the residence through annual action plans
10. Interpret and implement emergency and safety procedures and respond to emergency and/or problem situations in accordance with policy in complex situations involving resident safety and wellbeing

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - a degree in a relevant discipline with extensive relevant experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Proven experience in providing leadership and support in a University or similar residential environment, including the ability to lead, motivate and develop staff and students from a diverse background
3. Proven ability to achieve high-level outcomes in a complex and semi structured work environment (i.e. one with not strictly defined work hours)
4. Excellent organisational and administrative skills, including the ability to set priorities, manage time, plan work to meet deadlines, retain a flexible approach to meet changing needs and to work effectively under pressure (preferably in university residences)
5. Excellent communication skills, including the ability to prepare professional documentation for various audiences and interact with, advise and negotiate with a diversity of stakeholders
6. Proven ability to accurately interpret policies, systems and processes and apply linked provisions in a consistent and appropriate manner

Other job-related information

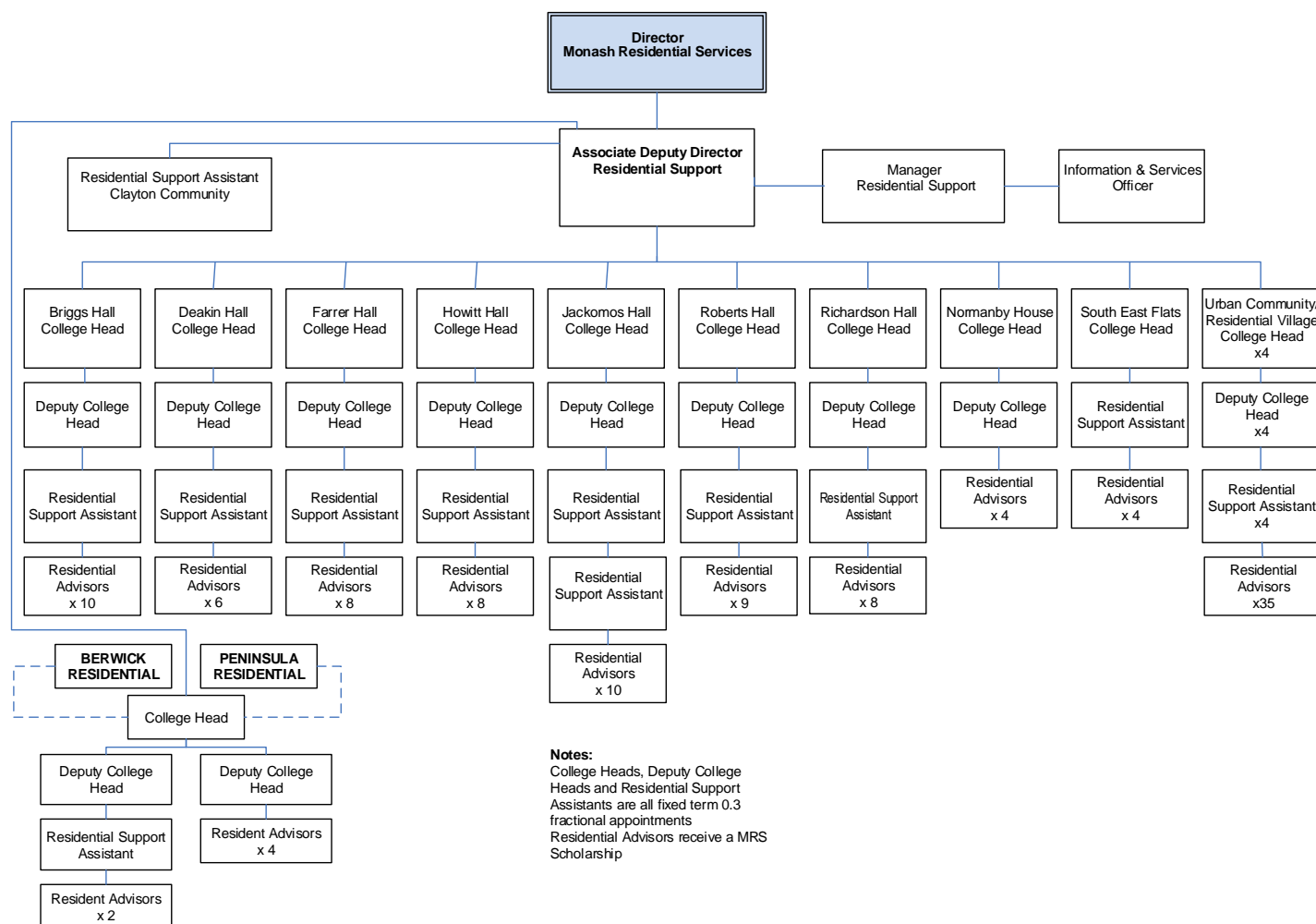
- The position requires the incumbent to hold a current Working with Children (Employee) Check.
- This position is fully residential and the College Head is required to live in residence as the incumbent is required to be available and accessible to residents to deal with domestic matters, most often during the evening and weekend.

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