



## POSITION DESCRIPTION

**Campus Community**  
University Services

### Safer Community Program Coordinator

<b>POSITION NO</b>	0040322
<b>CLASSIFICATION</b>	PSC 7
<b>SALARY</b>	\$88,171 - \$95,444 p.a.
<b>SUPERANNUATION</b>	Employer contribution of 17% pa
<b>EMPLOYMENT TYPE</b>	Full-time continuing
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>CURRENT OCCUPANT</b>	New
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Sally Coates Tel +61 3 9035 8532 Email <a href="mailto:sally.coates@unimelb.edu.au">sally.coates@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

The Safer Community Program, within the Campus Community team, provides a central point of enquiry, reporting and coordination regarding the management of discrimination, sexual harassment and bullying (DSHB) and other concerning, threatening or inappropriate behaviours. The program leads proactive activities which foster a culture of care and collaborative responsibility for a safe, inclusive and respectful University community.

This position will coordinate the responses to complaints relating to DSHB and other matters referred to the Safer Community Program, and will actively contribute to the high-quality provision of Campus Community services to the Academic Divisions and broader University community to support successful student outcomes and a culture of safety and wellbeing.

The Safer Community Program Coordinator has two direct reports (2 x Safer Community Advisors) and reports to the Manager, Campus Community.

## ***1. Selection Criteria***

### **1.1 ESSENTIAL**

- ▶ Completion of undergraduate qualifications in a relevant discipline and/or an equivalent mix of education and demonstrated relevant experience.
- ▶ Experience in the development of programs, training and initiatives aimed at community education and development in the area of DSHB and safety promotion.
- ▶ Experience working in a large and complex organisation with multiple policies, procedures and operating practices, and in the development and implementation of organisation-wide initiatives.
- ▶ Experience in responding to DSHB matters and to people from diverse backgrounds that may be in crisis, distressed, highly emotional and aggressive.
- ▶ Experience in the development and implementation of policy and procedures within a large and complex organisation.
- ▶ A strong understanding of the application of Rules of Evidence, privacy legislation and Natural Justice along with a commitment to principles of equity and fairness and values of compassion and understanding.
- ▶ Experience and familiarity with appropriate processes for conducting inquiries, interviewing persons, report writing and presentation of findings.
- ▶ A strong ability to problem-solve and apply practical solutions to issues of DSHB and behavioural risk, to set priorities, plan and organise workloads, and work independently to meet tight deadlines.
- ▶ Strong interpersonal skills and the ability to communicate clearly and effectively.
- ▶ Experience in building effective working relationships within a team environment and with external partners.
- ▶ Well-developed computer and public-presentation skills.

## 1.2 DESIRABLE

- ▶ Experience in the supervision and management of staff.
- ▶ Knowledge of the tertiary sector and, in particular, familiarity with university statutes and policies, with particular emphasis on understanding the application of OHS and Human Resource Policies, and formal provisions governing student behaviour.

## 2. *Special Requirements*

- ▶ Capacity to travel to University campuses, teaching sites and research sites which are located across Victoria and metropolitan Melbourne.
- ▶ From time to time there may be a requirement to work or be contactable after normal business hours.

## 3. *Key Responsibilities*

- ▶ Line management of two Safer Community Program Advisors.
- ▶ Assessment of cases to determine the most appropriate avenue to manage Safer Community Program referrals and DSHB issues.
- ▶ Coordination of the case management and responses to complaints from students in relation to DSHB and other Safer Community Program referrals.
- ▶ The provision and facilitation of mediation for students, if deemed appropriate, in relation to complaints of DSHB.
- ▶ Work with the Principal Adviser, Student Grievances and Complaints where a complaint is determined to be outside the scope of DSHB complaints.
- ▶ Identification, communication and liaison with external sources of support and investigation.
- ▶ Coordinate the development of resources to promote the University's DSHB policies, including web materials for students.
- ▶ Coordinate the development of advice and training modules for professional and academic staff to raise awareness of DSHB issues.
- ▶ Coordinate student awareness-raising campaigns about support available via the Safer Community Program in relation to DSHB and other behaviours of concern.
- ▶ Work as part of a multi-disciplinary student wellbeing and support team.
- ▶ Work collaboratively with key stakeholders, including residential colleges, the University of Melbourne Students Union and Graduate Students Association to ensure student functions and events are inclusive, safe, and free from DSHB.
- ▶ Work with Academic Divisions to monitor matters relating to DSHB and to advise on appropriate recording, action and follow up.
- ▶ Liaise with staff at other institutions to ensure best practice in matters of DSHB.
- ▶ Work co-operatively with appropriate University Services, Chancellery and Academic Divisions staff to ensure appropriate sharing of information, development of Safety Plans, case management and de-escalation of behavioural risk in relation to DSHB and other Safer Community Program matters.

- ▶ Ensure that appropriate records are made and maintained for individual notifications, including advice provided, consultations and referral with other parties.
- ▶ Evaluate the Safer Community Program's activities through the use of analytics, stakeholder feedback and performance tracking against key performance indicators, making recommendations for improvement that focus on achieving desired outcomes.
- ▶ Identify ways that the Safer Community Program can enhance the student experience and lead the implementation of new student support initiatives.
- ▶ Coordinate the continuous improvement of Safer Community Program practices and processes based on analysis and feedback working collaboratively with stakeholders.
- ▶ Continuously develop professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.
- ▶ Demonstrate commitment to leading a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- ▶ Adhere to compliance and quality assurance, in line with requirements under the University's risk management framework including OH&S.
- ▶ Participate in and contribute to coverage of peak period activities across the Division to enable Academic Services to meet its operational obligations and agreed service levels.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

## ***4. Job Complexity, Skills, Knowledge***

### **4.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The incumbent works under the management of the Manager, Campus Community. The position requires a person with experience and sound judgement in coordinating responses to DSHB issues and complex interpersonal issues, and will regularly exercise those skills in resolving matters handled by the Safer Community Program.

### **4.2 PROBLEM SOLVING AND JUDGEMENT**

The incumbent will demonstrate problem-solving skills in applying University frameworks for coordinating responses to a range of idiosyncratic and dynamic scenarios that may involve multiple University stakeholders.

The incumbent will bring to the role independent judgement supported by a flexible mindset informed by values of fairness and compassion.

### **4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The Safer Community Program Coordinator will exercise a clear understanding of the University's structures and internal relationships between key service areas.

The role requires skills and knowledge in coordinating responses to situations involving DSHB and safety concerns, as well as awareness of and sensitivity to the impact on others affected by such behaviours.

The Coordinator will develop a strong knowledge of University statutes, policy and procedures that intersect with DSHB and other behaviours that may be detrimental to the safety and wellbeing of the University community.

#### 4.4 RESOURCE MANAGEMENT

The incumbent will be responsible for day to day coordination of Safer Community Program resources and will supervise two Safer Community Advisors.

#### 4.5 BREADTH OF THE POSITION

The Coordinator has a critical role in ensuring that all services provided by the Safer Community Program operate within University frameworks and have high visibility and credibility within the University community.

The position is responsible for promoting campus safety and the early identification and coordination of responses to DSHB and other behaviours of concern.

## 5. Other Information

#### 5.1 ORGANISATION UNIT

Campus Community, within the University's Wellbeing Directorate, provides a range of student-facing services that promote individual and community wellbeing, thereby contributing to enabling the University's scholarly and learning community to thrive.

Campus Community services are:

- Student Housing
- Financial Aid
- Student Support
- Arrival Services
- Safer Community Program

The Safer Community Program provides a central point of enquiry, reporting and coordination regarding the management of DSHB and other concerning, threatening or inappropriate behaviours. The program leads proactive activities which foster a culture of care and collaborative responsibility for a safe, inclusive and respectful University community.

#### 5.2 UNIVERSITY SERVICES

A trusted partner in shared services.

We operate with a clear, responsive, respectful, user-friendly approach and this creates a problem-solving culture that empowers people to deliver their best.

University Services comprises approximately 1,500 staff and represents the aggregation and concentration of service delivery capability within the largest administrative unit in the University. It comprises ten portfolios:

- Research, Industry and Commercialisation
- External Relations

- Academic Services
- Finance and Employee Services
- University Procurement Services
- Infrastructure Services
- Project Services
- Legal and Risk;
- Business Intelligence and Reporting
- University Services Operations

These portfolios are responsible for the planning, delivery and review of most professional services.

The University Services organisation plays a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements.

### 5.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

### 5.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

- The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.  
<http://research.unimelb.edu.au/index.html#home>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of *Research at Melbourne: Ensuring Excellence and Impact to 2025*.

## 5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

## 5.6 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/unisec/governance.html>.

## ***6. Occupational Health and Safety (OHS)***

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.