

POSITION DESCRIPTION

Position Title	Student Wellbeing Advisor
Business Unit:	Student Equity, Participation & Welfare, Student Life
Appointment Level:	UC Level 6
Reporting To:	Team Leader – Student Wellbeing & Success
Position No:	61259

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital. UC works with government, business and industry to serve our communities and nation. UC challenges the status quo always pursuing better ways to teach, learn, research and add value – locally and internationally. Distinctive by Design, UC is the University for the Professions.

Its purpose is to provide education which offers high quality transformative experiences to everyone suitably qualified; to engage in research which makes an early and important difference to the world around us; and to contribute to the building of just, prosperous, healthy and sustainable communities.

Our Shared Plan has five interconnected streams of strategic intent that will drive our quest to shape UC into a globally prominent institution of learning, research and public engagement. This will empower our diverse people to drive our core missions of distinctive teaching and research in an enriched living-learning environment encompassing our Canberra campus and global locations.

BUSINESS UNIT OVERVIEW

Student Life is dedicated to providing an outstanding and integrated UC student experience through the provision of high-quality services and programs that support students' educational goals and enrich their social and cultural university life. Student Life comprises the Library, Study Skills, Inclusion & Engagement, Multi-faith Centre, International Student Support Service and Student Equity, Participation and Wellbeing– and together constitutes a great proportion of UC's student support services which aim to enhance the transition, engagement, and overall study experience of UC's student population to ensure student well-being and success.

POSITION PURPOSE

Operating under the broad direction of the Team Leader, the Student Wellbeing Advisor will work as a core member of a small team. The occupant of this position will provide key support in the co-ordination, implementation, delivery and evaluation of campus-wide student wellbeing and support programs. This role requires a holistic and collaborative approach to the development of support programs that enhance the student experience; emphasises student community building and engagement that encourages resilience and retention.

The role involves strategic engagement with a range of key internal stakeholders in the University, including each of the five faculties, relative business units, support service providers and external community partner organisations.

A key focus of the role will be to provide information, support, advice and referral to students regarding education and wellbeing matters e.g.: cultural and social needs, money management, accommodation and life skills in order to facilitate the success and wellbeing of all students. The applicant should be enthusiastic, motivated and skilled in working with a range of people from diverse backgrounds. A key element of this role will be to provide timely and appropriate frontline student support. This can include crisis support, liaison with and referral to internal and external stakeholders and support networks and general advice and guidance about navigating UC policies and procedures.

PRIMARY RESPONSIBILITIES

The occupant of this position will be required to:

1. Provide guidance, support and advice to students and staff of the University to enhance student engagement, wellbeing and success;
2. Develop and maintain a thorough understanding of initiatives and programs undertaken across the sector to increase the wellbeing and success of students, particularly those from equity target groups;
3. Assist in the design, delivery, implementation and evaluation of programs, events, and activities that support the wellbeing and success of students;
4. Undertake liaison and activities on behalf of the University with relevant networks and stakeholders as directed;
5. Contribute to the production of monitoring and evaluative reports for internal and external purposes as requested, including maintaining accurate records, the collection of quantitative and qualitative data/information and making use of spreadsheets, databases, etc.
6. Perform other job-related duties as required, consistent with the classification of the position.

KEY CAPABILITIES

Key Capabilities	Descriptors
1. Customer service	<p>1.1 Delivers seamless customer focused service underpinned by simplified and efficient processes.</p> <p>1.2 Understands and anticipates the customer's needs.</p>
2. Digital Literacy and Innovation	<p>2.1 Demonstrates the ability to work fluently across a range of tools, platforms and applications to achieve complex tasks</p> <p>2.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects and opportunities.</p> <p>2.3 Incorporates digital literacy skills into own learning and the learning of others eg students, peers, supervisees</p> <p>2.4 Appreciate the legal, ethical and security guidelines in the management, ' access and use of data.</p>
3. Effective Communication	<p>3.1 Adjusts message and delivery appropriate to audience.</p> <p>3.2 Listens to others and effectively communicates ideas.</p> <p>3.3 Produces accurate and effective information in a timely and efficient manner.</p>

	3.4 Influences and negotiates persuasively.
4. Collaboration	4.1 Creates opportunities for communities of work colleagues. 4.2 Looks beyond self and immediate team to add value to the whole University. 4.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and customers to the University.
5. Delivers results	5.1 Delivers on agreed outcomes and escalates issues as appropriate. 5.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes. 5.3 Responds effectively to changing circumstances and prioritises effectively.
6. Business Acumen	6.1 Understands the purpose of own position and how this contributes to the objectives of the University. 6.2 Manages resources effectively. 6.3 Understands the commercial context the University operates in.

Note: This position requires a skill level that assumes knowledge or training equivalent to graduate qualifications, or extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.

DESIRABLE

1. Experience in working with vulnerable people.
2. Bachelor's degree in Social Work, Psychology, Sociology, or related field, and/or relevant experience working in this field.
3. Experience in higher education environments.