

# Position description

<b>Position title:</b>	<b>Multicultural Student Support Officer</b>
<b>Faculty and/or School/Section/VCO:</b>	<b>Student Connect</b>
<b>Campus:</b>	<b>Berwick campus. Travel between campuses may be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 5 range</b>
<b>Employment mode:</b>	<b>Continuing appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full time</b>
<b>Recruitment number:</b>	<b>849194</b>
<b>Further information from:</b>	<b>Mr Luke Icely, Coordinator Multicultural Student Services and Scholarships Telephone: (03) 5327 6696 E-mail: l.licely@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Mr Jeremie van Delft, Director, Student Connect</b>

**This position description is agreed to by:**

\_\_\_\_\_  
Employee name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**The University reserves the right to invite applications and to make no appointment.**

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources  
Document owner: Manager, HR Shared Services

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## Position summary

Student Connect is a directorate within the Student Support and Services Portfolio ensures students have an excellent student experience and are successful in achieving their educational and personal goals. Student Connect is comprised of three main areas: Student Health and Wellbeing, Student Development and Student Advisory Service.

Student Health and Wellbeing includes Multicultural Student Services, Counselling, Disability and Learning Access Unit, Health Centres, Chaplaincy, Financial Aid and the Scholarships office. This position is located at the Berwick campus which has an increasing number of multicultural students (International students and those from refugee, migrant or asylum-seeker backgrounds) these students at may require specific support relating to their cultural and/or language backgrounds.

The Multicultural Student Services Officer is responsible for enhancing multicultural students' experience and wellbeing through the provision of advice, support and engagement activities for multicultural students and for staff.

The Multicultural Student Services Officer is responsible for a range of pre-arrival, orientation and ongoing support activities for multicultural students.

Travel between campuses and to various University events will be required.

## Key responsibilities

1. Plan and implement a variety of events and initiatives for multicultural students at the Berwick campus, in line with Standard 6 of the ESOS National Code. Activities will incorporate pre-arrival information, International student orientation, transition period activities and ongoing support.
2. Contribute to the promotion of Multicultural and Student Health & Wellbeing services through presentations, promotional events and in collaboration with other parts of Student Connect.
3. Provide information and where needed case support to ensure student understanding of services and supports both at the University and within the community and where identified referral to specialist services e.g. counselling, student advisory service.
4. Contribute to and implement a strategy in consultation with the Coordinator, Multicultural Services and Scholarships to promote participation of multicultural students with FedUni and community engagement activities, as part of enhancing the overall student experience.
5. Promote an environment at FedUni that is inclusive of students from different cultural and faith backgrounds, through the development and implementation of projects and programs for students and staff, which may include delivering formal training relating to cultural competency.
6. Design, implement and maintain a variety of marketing materials, in order to communicate and promote opportunities to multicultural student cohorts.
7. Build and maintain effective relationships with community organisations of relevance to multicultural students
8. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.

9. Undertake the responsibilities of the position adhering to:
- The Education Services for Overseas Students (ESOS) National Code
  - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
  - Equity, Diversity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

The Multicultural Student Support Officer works under the general supervision and direction of the Coordinator, Multicultural Student Services and Scholarships. The Multicultural Student Support Officer will work as part of the Student Connect team in supporting students across all campuses. They will work relatively independently on a day-to-day basis, and will be required to make independent judgements on student support matters.

The Multicultural Student Support Officer must have:

- a sound knowledge of all relevant University student focussed policies, procedures and services, particularly those relating to all multicultural student cohorts;
- responsibility for day to day problem solving relating to requests for support; and
- a sound knowledge of the procedures relevant to Student Connect including events management, case management, and financial processes such as student payments, budget planning and monitoring expenditure.

The Multicultural Student Support Officer will be required to execute sound judgement and prudence in relation to Health and Safety to minimise or eliminate the risks to students in participating in events.

In collaboration with the Coordinator, Multicultural Student Services and Scholarships, the Multicultural Student Support Officer will be responsible for developing and disseminating face-to-face, print and online training relating to cultural competency.

A demonstrated understanding of confidentiality as it pertains to sensitive, personal information and records are an important component of this position.

## Training and qualifications

Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least 1 years' subsequent relevant work experience; or completion of a diploma qualification and at least 2 years' subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

## Position/Organisational relationships

The Multicultural Student Support Officer reports to Coordinator, Multicultural Student Services and Scholarships.

The position will establish and maintain strong relationships within the teaching and professional staff at the Berwick Campus, and within the local community to ensure that they are informed of relevant events and services and as a general contact for students for Student Connect and to partner on programs and initiatives relevant to students.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least 1 years' subsequent relevant work experience; or completion of a diploma qualification and at least 2 years' subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated understanding of the issues and welfare needs of multicultural students, and ability in advising and supporting people from diverse cultural backgrounds and experiences. Experience of working within the ESOS framework would be advantageous.
3. Demonstrated working knowledge and application of the Child Safety Standards.
4. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.
5. Demonstrated interpersonal and communication skills, and the ability to liaise with a diverse range of people including multicultural students and other staff.
6. Demonstrated ability to work effectively with external stakeholder groups, and show judgement in balancing priorities to deliver the best outcome for students
7. Demonstrated skills in the design, implementation and marketing of services, social engagement programs and student orientation events for a broad range of participants.
8. Demonstrated skills and experience in coordination of events, activities and extra-curricular learning opportunities for a broad range of participants
9. Demonstrated understanding of cultural competency development as it relates to multicultural students, and capacity to deliver training and information to groups of students and staff.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.