

# SENIOR RESIDENTIAL COORDINATOR

DEPARTMENT/UNIT	Monash Residential Services
FACULTY/DIVISION	Office of the Deputy Vice Chancellor (Student Experience) and Senior Vice- President
CLASSIFICATION	HEW Level 7
DESIGNATED CAMPUS OR LOCATION	Clayton or Peninsula campuses

## ORGANISATIONAL CONTEXT

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At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

The **Campus Community Division** provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Monash Residential Services, Mental Health and Safer Community Programs and Disability Support Services.

**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.monash.edu/accommodation](http://www.monash.edu/accommodation).

## POSITION PURPOSE

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The Senior Residential Life Coordinator 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 Senior Residential Life Coordinator contributes to the planning, oversees the implementation and coordinates the necessary activities to achieve the community building goals of the Residential Support team. This includes planning events, setting a schedule and monitoring the budget to ensure effective outcomes.

**Reporting Line:** The position reports to the Manager, Residential Support, Engagement and Development under broad direction

**Supervisory Responsibilities:** This position provides direct supervision to Residential Life Coordinator and will provide leadership to up to 50 volunteer student leaders

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Coordinate and administer the delivery of high quality innovative residential programs aimed at supporting the residential community including; participating in projects and initiatives, coordinating resources, and fostering a positive culture, recognising and including different cultural needs
2. Contribute to planning and operational committees, including student-led groups, to share knowledge and provide input into the planning of new residential services programs and initiatives
3. Coordinate a work environment of continuous review and improvement by evaluating the effectiveness of programs/events and gathering feedback to continually enhance community initiatives.
4. Take responsibility for record keeping, reporting on events, maintaining compliance with statutory requirements, monitoring the expenditure of the Residential Hall's fund and contributing and implementing strategic initiatives in the residence through annual action plans
5. Oversee the volunteer student leaders and residential life team members, providing leadership, supervision and guidance to deliver a high-quality and consistent service across the residential community, encouraging a strong customer focus
6. Interpret and implement relevant emergency and safety procedures and provide ongoing welfare support to residents including post incident management, some initial response/contact, and any associated disciplinary actions.
7. Build and sustain effective and positive working relationships with a network of colleagues with the Monash Residential Services staff and departments, as well as the wider Monash University staff and students network to facilitate good communication and cooperation
8. Proactively identify and alert management to any risks or issues that could compromise the safety of students and implement mitigation strategies to ensure the wellbeing of the community.
9. Investigate and resolve any operational or service delivery issues, ensuring effective and efficient customer service delivery.

10. Other duties as directed from time to time

## **KEY SELECTION CRITERIA**

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### **Education/Qualifications**

1. The appointee will have:
  - A degree qualification in community building and management or education with extensive relevant experience; or
  - extensive experience working with young adults in a tertiary residential support environment; or
  - an equivalent combination of relevant experience and/or education/training.

### **Knowledge and Skills**

2. Demonstrated experience developing and delivering small and large scale community development initiatives, including culturally inclusive events
3. Demonstrated experience in providing support in a university or similar residential environment, including the ability to motivate and develop staff and volunteer student leaders from a diverse background
4. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements, meeting deadlines, working effectively under pressure and crisis/incident management
5. Demonstrated relationship management and consulting skills, including the ability to interact with, negotiate with and gain cooperation from, internal and external stakeholders
6. Proven ability to accurately interpret policies, systems and processes and provide guidance and advice in a consistent and appropriate manner
7. Highly developed interpersonal and communication skills with the ability to prepare professional documentation and reports for various audiences and provide expert advice
8. Advanced computer literacy, particularly with current business management software packages and their various applications
9. Demonstrated ability to work as a highly effective member of a team as well as the ability to exercise high levels of independence, judgment and initiative

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Overtime and out of hours work, including weekends, may be required
- A current satisfactory Working With Children Check is required
- The position requires the incumbent to hold (or be willing to obtain) a CPR and First Aid Level 2 qualification and undertake associated responsibilities

## **GOVERNANCE**

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University

policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.