



POSITION DESCRIPTION

## **Student Living Support Officer**

August 2023

UNIVERSITY of  
**TASMANIA** 

## Position Summary

College / Division	Academic Division
School / Section	Campus Accommodation
Location	Launceston
Classification	<u>HEO Level 6</u>
Reports to	Residential Precinct Leader
Direct reports	None

## The Opportunity

The University's Student Living Communities are a network of distinctive residential communities supporting a diverse cohort of undergraduate and postgraduate students from regional Tasmania, mainland Australia and overseas who are enrolled at the University in Hobart, Sandy Bay, Launceston or Burnie.

The role of the Student Living Support Officer (SLSO) is a critical, client facing role, requiring high levels of face-to-face and supportive engagement with student residents. Through the provision of a high-quality welcome and settlement experience; active engagement with students as partners; active inquiry into student health and wellbeing; support for academic progress and responding empathetically and efficiently to student needs and concerns, the role of the SLSO will greatly contribute to a positive student living experience with positive health and wellbeing and academic outcomes.

## About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

## Accountabilities and outcomes

### Purpose

- SLSO will proactively reach out to and engage with student residents, actively inquiring into safety and wellbeing within the Student Living Community and in regard to their broader interactions and progression in the University.
- SLSO will actively develop positive relationships with staff, student residents and student residential volunteers, fostering leadership, relationships and healthy, respectful cultures, including high levels of familiarity and engagement with other key University stakeholders including Safe and Fair Community Unit, Counselling, Learning and Language Support, International Student Advisers, the University Community Experience Model team and University Sport.

### Key Result Areas

- Respond positively and with empathy to student resident concerns and address concerns in a timely manner, with a focus on safety and wellbeing always.
- Conduct Regular Check-in meetings (one-on-one pastoral care meetings) with residents within UTAS Student Living Communities, maintaining case notes and referring students on to internal and external supports where appropriate.
- Use sound judgment and effectively assess risk in relation to incidents and behaviours and respond according to agreed protocols especially as it relates to student resident welfare.
- Engage with student bodies and broader student-led groups, to support the development and delivery of engagement programs, provide support to student-led events and initiatives that contribute to a thriving student community that develops a sense of belonging for all.
- Respond appropriately to student incidents of a critical nature in alignment with UTAS procedures and guidelines.

### Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

## Success profile

### Personal Attributes

- Rapport Building: Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- Resilience: Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.
- Supportive: Understands others through listening and empathy, works well in a team and actively involves others by valuing individuals unique perspectives.
- Flexible: Has an optimistic approach and readily recovers from setbacks. Embraces change and invites feedback to adapt and improve in the face of new challenges.

## Core Capabilities

- Student Focus: Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- Self Awareness and Interpersonal Skills: Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.
- Fostering Belonging: Fosters a sense of belonging and wellbeing, enables others to feel good and function to their fullest ability and role models respectful, inclusive and professional behaviours.
- Community Engagement: Role models a genuine commitment to our mission and plays an active role contributing toward sustainable social, economic and cultural progress for the Tasmanian society we serve.

## Role Specific Skills, Knowledge and Experience

- A degree level qualification and experience in a human services or education related organisation; or an equivalent qualification and extensive experience.
- Excellent cultural competency and experience working with culturally diverse communities.
- Demonstrated capacity to take a people-centred and safety-first response to complex and critical incidents in accordance with WHS legislation and University Policies and Procedures.
- Competent computing skills, with experience in the use of Word, Excel, and information management systems.
- Excellent interpersonal skills, including strong people-centred communication skills, capacity to coordinate and present to large groups, provide role-modelling to residents, possession of negotiation and conflict resolution skills and the ability to interact effectively with people from diverse backgrounds.

## Qualifications and Licences

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status - Employment).

## Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

The role requires the ability and willingness to work rostered shifts within a span of hours ranging from 8.30am to 11pm, 7 days a week.

### COVID-19

The University of Tasmania strongly encourages employees to maintain COVID-19 vaccination in line with relevant Australian Government health advice.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position