

Details

Area	Deputy Vice Chancellor Academic Portfolio
Team	Student Services / Student Access and Inclusion
Location	Waurin Ponds or Burwood
Classification	HEW 6
Manager Title	Senior Coordinator, Student Access and Inclusion (Regional)

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The primary purpose of the Senior Officer, Neurodiverse Student Programs is to support the administration, design, delivery and evaluation of programs designed to support Neurodiverse student cohorts. This will include the NAVIGATE Peer Mentoring program and ADHD Peer Support Program. The role works collaboratively with subject matter experts (SMEs) in the Disability Resource Centre (DRC) and Counselling and Psychological Services (CAPS) teams to deliver these programs which aim to enhance the experience of neurodiverse students.

Reporting to the Senior Coordinator, Student Access and Inclusion (Regional) this role will:

- Provide operational and administrative coordination for existing mentoring and Peer Support Programs under the guidance of SMEs
- Monitor and manage program communication channels to support student engagement, as directed.
- Support the development and evaluation of a process map for NAVIGATE Peer Mentors with input from program leads.
- Develop and evaluate a process map for NAVIGATE Peer Mentors to ensure appropriate support for Mentees and Mentors
- Assist with the collection of feedback and preparation of reports for ADHD Peer Support and NAVIGATE Peer Mentoring Programs.
- Support the identification and documentation of low sensory study and meeting spaces across Deakin's campuses.
- Support with the advertising, recruitment and selection of NAVIGATE mentors
- Assist in the facilitation and evaluation of NAVIGATE Mentor training and ADHD Peer sessions where appropriate.
- Coordinate and support the delivery, promotion, and evaluation of program social events and drop-in sessions, facilitating parallel learning opportunities where students and mentors work together to complete tasks and provide mutual support.
- Schedule, coordinate and record regular SME meetings across DRC and CAPS team members
- Assist in exploring opportunities for establishing a Community of Practice with other Higher Education institutions.
- Provide input on opportunities for program expansion and development to program leads.

Accountabilities

- Prioritise work and critical activities, evaluate progress, recognise barriers to achieving outcomes and find effective ways to deal with them.
- Proactively identify opportunities for improvement and take action and actively seek feedback from colleagues and stakeholders on things that are working well and areas for improvement.
- Act as a coach, work with team members to facilitate growth and development and proactively offer support, help and advice to others within and across teams.
- Build rapport with people outside of immediate team in ways that are respectful and inclusive of others and demonstrate an understanding of how all the different areas of the University interrelate and how own area fits in
- Modify behaviour based on self-awareness and feedback to improve personal impact. Focus on personal emotional wellbeing. Adapt well to change and displays a positive outlook in stressful situations.
- Actively seek information to better understand the customer's perspective, follow through and deliver on promises, respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build productive relationships with a diverse range of potential students or stakeholders and communicate with confidence using examples to increase understanding and support.

Selection

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Experience and specialist knowledge in supporting Neurodivergent people or lived experience
- Experience in program and project implementation, delivery and evaluation within an educational institution or complex organisation.
- Administrative experience, preferably in the education sector.

Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria between Campuses.
- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.