

## POSITION DESCRIPTION

<b>Position Title</b>	Program Advisor- Clemente Australia		
<b>Organisational Unit</b>	First Peoples and Equity Pathways Directorate		
<b>Functional Unit</b>	Clemente Australia Program		
<b>Nominated Supervisor</b>	National Leader, Clemente Australia		
<b>Higher Education Worker (HEW) Level</b>	HEW7	<b>Campus/Location</b>	<ul style="list-style-type: none"> <li>• Ballarat</li> <li>• Brisbane</li> <li>• Melbourne</li> </ul>
<b>CDF Achievement Level</b>	1 All Staff	<b>Position Numbers</b>	<b>10609049- Ballarat</b> <b>10609050- Brisbane</b>
<b>Employment Type</b>	Continuing Part-Time	<b>Date reviewed</b>	January 2019

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

At ACU we pride ourselves on offering a welcoming environment for everyone. At the same time, we are a university committed to standing for something clear. We stand up for people in need and causes that matter. ACU's Mission is central to the University and informs every area – integrating the dignity of the human person, the common good, and ethical and social justice considerations into our core activities of student learning and teaching, research and service.

We are a publicly-funded university which has grown rapidly over the past few years. We're young, but we are making our mark: ranking among the top universities worldwide. We have got seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We know that our people make us a university like no other. It's your values, action and passion that makes the difference. Whatever role you may play in our organisation: it's what you do that defines who we are.

We value staff, offering excellent leave and employment conditions, and foster work environments where they have the ability grow and develop. We continue to invest in our facilities and workplaces, and actively involve staff in shaping the future direction of the organisation.

In order to be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

We hope that you might champion these values, and work with us to create a place of learning that is not only the envy of the world, but the making of it.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Education
- Vice President
- Pro Vice-Chancellor Assisting the Vice-Chancellor and President

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Vice President drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

## ABOUT THE EDUCATION PORTFOLIO

---

The Education portfolio is responsible for strategy and programs in the University that centre on students, learning and teaching and the staff responsible for program and service delivery.

The Deputy Vice-Chancellor (Education), supports the Vice-Chancellor in providing leadership to:

- First Peoples and Equity Pathways
- Library
- Learning and Teaching Centre
- Office of Student Success
- Student Engagement and Services
- Student Strategies

## ABOUT THE FIRST PEOPLES AND EQUITY PATHWAYS DIRECTORATE

---

The First Peoples and Equity Directorate comprises the Office of Director, Indigenous Higher Education Units, Equity Pathways team and Clemente Australia team.

The First Peoples and Equity Directorate has two key responsibility areas:

1. Supporting the implementation of ACU's Aboriginal and Torres Strait Islander education and employment objectives that seek to:
  - Engage the ACU community in a deeper understanding of Aboriginal and Torres Strait Islander peoples' knowledges, histories and cultures;
  - Contribute to improved participation and success of Aboriginal and Torres Strait Islander students;
  - Enhance the belonging of Aboriginal and Torres Strait Islander peoples by providing a culturally safe and enabling higher education environment;
  - Take a leadership role in engagement with Aboriginal and Torres Strait Islander communities;
  - Provide cultural, pastoral and academic support and referrals to Aboriginal and Torres Strait Islander students; and
  - Manage key external stakeholder engagement, targeted recruitment and promotion of ACU to Aboriginal and Torres Strait Islander communities.
2. Supporting the implementation of ACU's Equity objectives through longer term planning and effective delivery of program to:
  - Promote equality of opportunity to improve access of under-represented groups in higher education, including people from low socio-economic status (low SES) backgrounds and vulnerable Australians;
  - Promote respectful relationships with learning partners to support the Clemente Australia program, and enhance the learning and development of Clemente Australia students, and
  - Develop and maintain school and community partnerships to facilitate awareness, aspiration and transition to higher education, including to ACU.

## POSITION PURPOSE

---

Clemente Australia (CA) is a community embedded humanities program for vulnerable Australians delivered by ACU in partnership with corporate, education and community partners.

The Clemente Australia Program Advisor leads and maintains high level partnerships with key Learning Partners to promote respectful relationships and coordinate a range of services to support the learning of Clemente Australia students. The role holder is a member of the national Clemente Australia team and contributes to achieving the strategic goals of ACU. In addition, the position supports the Directorate in effective leadership and administration of the national Clemente Australia program.

## POSITION RESPONSIBILITIES

---

### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Delivery Model
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

### Key responsibilities

Key responsibilities specific to this position		Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
<ul style="list-style-type: none"><li>• Locally coordinate and manage effective communication with faculty and directorate staff to facilitate sensitive and seamless student admission, student orientation, participation, engagement, progression and student pathways.</li><li>• Develop and drive knowledge sharing activities with ACU staff and students to promote Clemente Australia and specific demographic advocacy Complex case management resolution and escalation to the National Leader when warranted.</li></ul>	<b>Collaborate Effectively</b>  <b>Communicate with Impact</b>  <b>Be Responsible and Accountable for Achieving Excellence</b>	✓	✓		

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
<ul style="list-style-type: none"> <li>Facilitate effective local stakeholder management and communication with learning partners, disadvantaged and marginalised people and communities in a range of human services contexts.</li> <li>Represent ACU at local and state agency planning meetings.</li> <li>Develop and maintain respectful relationships with key learning partners and organisations to facilitate the achievement of the University's strategic plan.</li> <li>Address immediate critical student and program issues that emerge, collegially with partners to resolve,</li> </ul>	<b>Collaborate Effectively</b>  <b>Communicate with Impact</b>  <b>Understand the organisational direction, and ACU's Mission, Vision and Values, and translate this effectively into outcomes and work for the team.</b>		✓	✓	
<ul style="list-style-type: none"> <li>Understand the purpose and application of ACU policies and procedures to actively manage risk in the best interests of ACU.</li> <li>Apply judgement based on theoretical principles and expertise. Provision of an outreach, advocacy and casework service to students selected for the Clemente Australia program. This includes identifying marginalised student needs and providing tailored support, advice and or referrals.</li> </ul>	<b>Be Responsible and Accountable for Achieving Excellence</b>	✓	✓		
<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of systems, processes and technology.</li> </ul>	<b>Know ACU Work Processes and Systems</b>		✓		
<ul style="list-style-type: none"> <li>Administrative functions including preparation of study packs for Learning Partners and students.</li> </ul>	<b>Be Responsible and Accountable for Achieving Excellence</b>		✓		

## HOW THE ROLE OPERATES

- Builds and maintains respectful relationships with Clemente Australia students and external partner organisations to meet the needs of individual Clemente Australia students and enhance their social and personal well-being.
- Maintains a detailed knowledge and understanding of University policies and procedures to scaffold learning for each Clemente Australia student and support their Learning Partners.
- Exercises discernment in managing challenging situations often requiring involvement of multiple agencies.

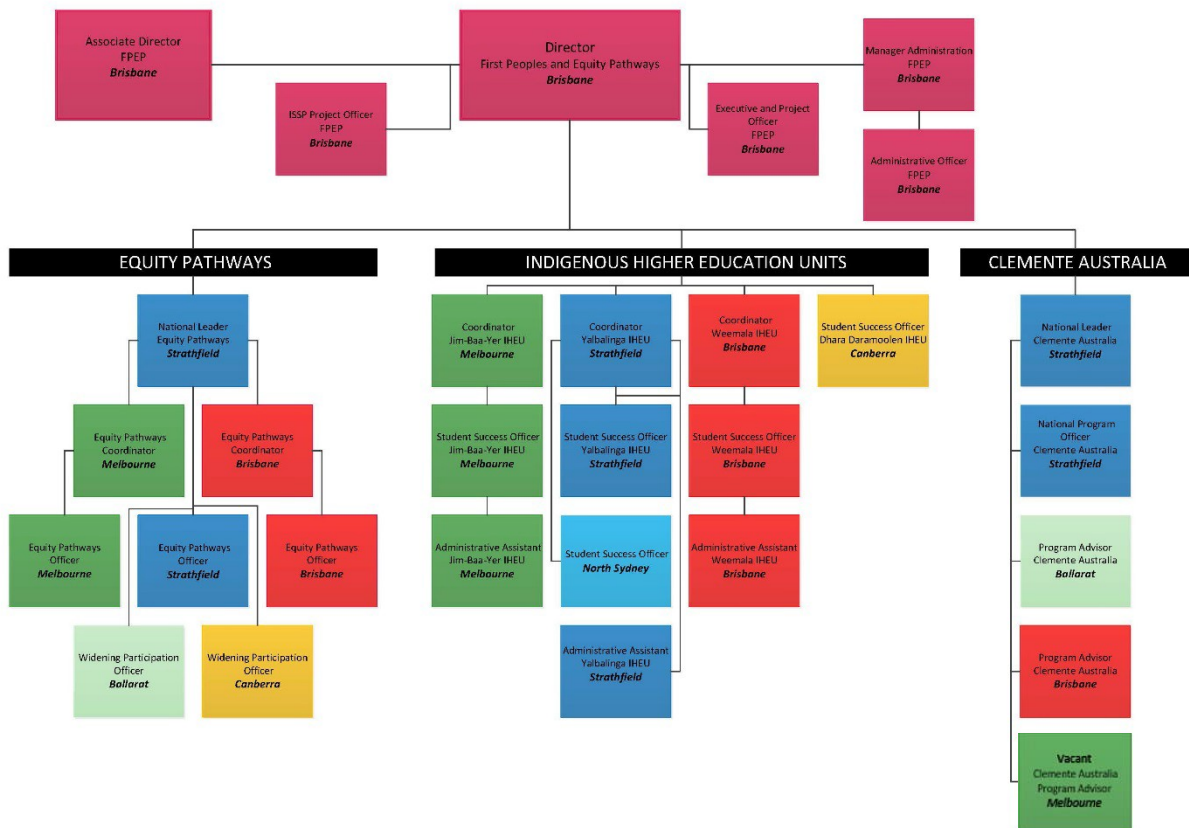
## **Decision Making / Authority to Act**

- The position holder has substantial autonomy in the day-to-day management of student support, Learning Partners, relationship building with partner agencies and administrative services.
- The position holder contributes to policy improvements through advice and recommendations to the Clemente Australia National Leader.
- The position holder responds to routine student, Learning Partner and course enquiries, and seeks the guidance of more complex matters by the nominated supervisor. ACU policies and guidelines assist the position holder with routine enquiries.

## **Communication / Working Relationships**

- The position holder will be required to coordinate communications with staff from key external partner organisations to scaffold the learning and support for individual Clemente Australia students.
- The position holder communicates internally with ACU staff including Faculty and library teams, Campus Ministry, Student Admissions, AskACU and Office of Student Success services to provide advice in delivering services to Clemente Australia students.
- The position holder collaborates with internal and external stakeholders to manage the learning needs and social and emotional well-being of individual Clemente Australia students.
- The position holder also manages enquiries from other external organisations, students and members of the general public.

## Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

---

Qualifications, skills, knowledge and experience	
1.	A degree in Humanities, Counselling or Psychology or honors degree or evidence which shows equivalence with appropriate qualifications. Include any relevant professional registration.
2.	Demonstrated professional experience in community or education sectors, working with marginalised Australians and contributing to their wellbeing.
3.	Demonstrated knowledge on a range of Government policies and legislation relating to human services, Human Rights and person centred approaches.
4.	Proven ability to contribute positively and work effectively within a small team, to maintain confidentiality and establish work priorities.
Core Competencies (as per the <a href="#">Capability Development Framework</a> )	
5.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
6.	Demonstrated capacity to coordinate and manage effective communication with faculty and directorate staff to facilitate sensitive and seamless student admission, student orientation, participation, engagement, progression and student pathways.
7.	Demonstrated ability to develop and maintain respectful relationships with key learning partners and organisations to facilitate the achievement of the University's strategic plan.
8.	Capacity to develop and drive knowledge sharing activities with ACU staff and students to promote Clemente Australia and specific demographic advocacy
Other attributes	
9.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.