

Position description

Position title:	Student Support Officer
School/Directorate/VCO:	FedUni TAFE/Student Connect
Campus:	Horsham Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 6 range
Employment mode:	Fixed-term appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	849169
Further information from:	Dr Julianne Krusche, Manager, Student Support (Wellbeing and Welfare) Telephone: (03) 5327 8238 E-mail: j.krusche@federation.edu.au
Position description approved by:	Mr Jeremie van Delft, Director, Student Connect

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

The Student Support Officer is a role that fulfils the work requirements of both FedUni TAFE and Student Connect. As a staff member representing both areas, the Student Support Officer will work directly with students by providing initial support and advice and fostering engagement within the University Community. This will include student advocacy, organising and promoting events, providing initial advice to students and referring to other Student Connect services and/or external referral services (where required).

Due to the need to collaborate with other services, the Student Support Officer will have extensive knowledge of the operations within the other University student support services including Student Connect, Centre for Learning Innovation and Professional Practice (CLIPP), Skills and Jobs Centre, Equity and Diversity and Student HQ etc. The Student Support Officer is also expected to develop relationships with community agencies as appropriate.

In line with the University's Student Retention and Success Strategy and the minimum service requirements of the State Government Community Service Funding Project, this role works productively with students to foster success in their educational pathways.

Key responsibilities

1. Provide a 'first point of contact' support service that will advise and link students to the most appropriate internal and/or external support services that best meets their needs.
2. In consultation with staff in Student Connect and campus based staff in FedUni TAFE, provide a support and referral service for staff and young students dealing with issues of child protection.
3. Develop relationships, liaise and work collaboratively with the University's student support services and external (government and non-government) agencies to develop strategies and processes which support the physical health, mental health and general wellbeing needs of students.
4. Collaborate and work closely with University staff in Student Connect, CLIPP, Student HQ, Skills and Jobs Centre to understand and promote support/engagement options for students.
5. Collaborate and work closely with Student Connect staff and campus based FedUni TAFE staff to promote, implement and monitor socially inclusive support programs that respond to the physical, intellectual, social, spiritual and cultural needs of students.
6. Organise and promote campus based and/or community events designed to foster student engagement.
7. Actively participate in regular team reflective practice sessions including team meetings and professional development.
8. Maintain confidential student case notes, records and communications logs related to access and participation in support programs and services.
9. Provide timely reports related to service activity within Student Connect and the standards within the Community Service Funding Project.
10. Work collaboratively with the immediate supervisor to identify efficiencies and continuous improvement opportunities and develop, implement and monitor the effectiveness of approved new and revised processes and programs.

11. Reflect and embed the University's strategic purpose, priorities and goals 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>.
12. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equity and Diversity 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 Student Support Officer works under the general direction and reports to the Manager, Student Support (Health and Wellbeing) with a functional reporting relationship to the General Manager, FedUni TAFE on matters related specifically to the Community Service Funding Project.

The Student Support Officer will be required to work collaboratively on a regular basis with the teaching/lecturing staff and liaise with the Student Connect Managers, campus based FedUni staff and relevant administrative staff at all campuses. The position will have a working knowledge of the issues and challenges faced by students that impede learning and will implement strategies that enable their retention and successful educational outcomes.

The Student Support Officer will be required to make sound decisions, solve problems and apply sound judgement on the appropriate referral services. This includes understanding and maintaining appropriate professional boundaries with students and staff.

The Student Support Officer will utilise technical knowledge, experience and understanding of legislation, policies, procedures, theory and best practice within an education setting to achieve the services standards set out in the Community Service Funding Project and objectives within the University Student Retention and Success Strategy.

Training and qualifications

A degree (preferably in social work or rural social welfare) with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

As this position will be delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years), the incumbent 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 Student Support Officer reports to and receives general direction from the Manager, Student Support (Health and Wellbeing) with a functional reporting relationship to the General Manager, FedUni TAFE.

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. A degree (preferably in social work or rural social welfare) with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.
2. The Student Support Officer will be required to hold a Working with Children's Check or hold a current registration with the Victorian Institute of Teaching (VIT) prior to commencement.
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 experience working in a student/community engagement and/or support role.
6. Demonstrated knowledge and understanding of the issues and challenges facing students and the available support services to assist in educational engagement and retention together with an understanding of associated legislative requirements including mandatory reporting, OH&S, anti-discrimination, privacy and duty of care.
7. Demonstrated interpersonal and communication skills with the ability to establish collaborative and constructive relationships with a wide range of people at all levels including the ability to investigate and collate information to develop succinct case notes, reports and documents.
8. Demonstrated organisational and administrative skills with the ability to plan, organise and prioritise tasks in a work environment with conflicting deadlines and priorities.
9. Demonstrated ability to network and engage with a variety of community agencies leading to effective outcomes for students and for the workplace.
10. Demonstrated ability to work within a team environment as well as independently, maintaining confidentiality in dealing with sensitive matters.
11. Demonstrated ability to anticipate and resolve complex problem displaying sound judgement and initiative.

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.