POSITION DESCRIPTION

UOM-Rev_S_PMS-1-noborder

Learning and Teaching Unit

Faculty of Medicine, Dentistry and Health Sciences

Program Coordinator, Student Life

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| Position No | 0049971 |
| Classification | UoM 7 |
| Salary | $91,913 - $99,495 per annum |
| Superannuation | Employer contribution of 17% |
| Employment Type | Full-time (fixed-term) position available for 3 years |
| Other Benefits | [www.hr.unimelb.edu.au/careers/info/benefits](file:///C:\Users\ESAHINIDIS\AppData\baj\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\Templates\www.hr.unimelb.edu.au\careers\info\benefits) |
| Current Occupant | Vacant |
| How to Apply | Online applications are preferred. Go to [www.jobs.unimelb.edu.au](http://www.jobs.unimelb.edu.au/) and use the Job Search screen to find the position by title or number.  Previous applicants need not apply. |
| |  |  | | --- | --- | | contact For enquiries only | Tel +61 3  Email @unimelb.edu.au  Please do not send your application to this contact | | Kim Stevenson Tel +61 3 8344 7769 [kim.stevenson-mcbride@unimelb.edu.au](mailto:kim.stevenson-mcbride@unimelb.edu.au)  Please do not send your application to this contact |

For information about working for the University of Melbourne, visit our website:

[www.hr.unimelb.edu.au/careers](http://www.hr.unimelb.edu.au/careers)

Position Summary

In 2019, the Student Life *White Paper* was released and represents one significant body of work underway to strengthen the Melbourne student experience. It makes a series of commitments to deepen the relationship between the University and its undergraduate students. Six Signature Initiatives have been developed to enhance key areas of student life. These will be implemented in 2020-2021. While the Signature Initiatives are whole-of-university programs, the implementation will ensure they are tailored to the needs of specific cohorts and the distinctive contexts of each degree program.

The next phase of planning will turn to the needs of graduate students and the University community is also having a broader conversation about its vision, purpose, and values as part of the development of the next University strategy to guide the institution through to 2030. A core element of the strategy discussion is consideration of what it means to place students at the heart of the University.

This position is responsible for the smooth operational delivery within an academic division of the University’s Advising and Mentoring program, a signature initiative of the Student Life strategy for undergraduate students, as well as other Student Life initiatives.

This involves leading the delivery of a series of evolving large-scale cyclic activities that focus on connecting commencing undergraduate students with a cohort of peers and a later year peer mentor, and the provision of group and individual academic advising sessions between undergraduate students and academic staff.

As a university-wide undergraduate student focussed initiative, this role works closely with Student and Scholarly Services, and with peers delivering comparable activities across all in-scope academic divisions. This work context allows these programs to be delivered in a way that achieves an overall consistency and quality, balanced against the local context and requirements expected in a large, comprehensive university with diverse faculty operating environments.

This position leads a small team of staff to ensure the effective local delivery of these Student Life signature initiatives.

The Student Life White Paper can be downloaded here: <https://provost.unimelb.edu.au/student-life>

We foster a values-based culture of innovation and creativity to enhance the research performance of the University and to achieve excellence in teaching and research outcomes.

We invest in developing the careers and wellbeing of our students and staff and expect all our leaders to live our values of:

• Collaboration and teamwork

• Compassion

• Respect

• Integrity

• Accountability

# Selection Criteria

## Essential

* The appointee will have a minimum bachelor level degree with subsequent relevant experience; or extensive experience and specialist or broad knowledge in administrative fields; or an equivalent combination of relevant experience and education/training.
* Demonstrated experience in leading, coaching and developing staff, and building a high performing team environment ideally in a student services context.
* Demonstrated experience in working with students, with a strong understanding of the varied contexts many students experience while undertaking their studies.
* Demonstrated experience in planning, delivering, and evaluating services and programs for students within a tertiary setting, particularly related to student development, engagement, academic and social outcomes.
* Excellent oral and written communication skills, with demonstrated experience in influencing and engaging stakeholders in cross-functional activities to support student success.
* Demonstrated experience using CRM software, ideally to manage large student cohorts, communications, events and undertake data analysis.
* Excellent ability to work across and within teams and apply collaborative methodologies.
* Results-focussed with the ability to apply adaptive reasoning, sound judgment and critical thinking, escalating issues as appropriate and identifying trends and issues for exceptional service delivery.

## Desirable

* Experience in the development, delivery, and evaluation of training, coaching or mentoring programs in a customer-focussed service environment.

# Special Requirements

* Work outside of normal business hours is required from time to time for specific functions.
* Given the format of the activities this role is engaged with, some restrictions regarding the timing of annual leave will be required, particularly during the start of each undergraduate semester.
* The appointee will be required to gain a valid Working with Children Check.

# Key Responsibilities

## Program Coordination and support

* Coordinate the delivery of the Academic Advising and Peer Mentoring program in the Faculty, and ensure alignment between whole-of-university objectives and any locally-designed aspects.
* Work closely with Faculty’s Student Life Portfolio lead, Senior Academic Advisors, and Student and Scholarly Services to contribute to the ongoing design, development and refinement of the Peer Mentoring and Academic Advising programs, including the identification, professional development and support of faculty-based Academic Advisors, and the recruitment, selection, training and engagement of student Peer Mentors.
* Lead a small team of staff to support the student life initiatives in the Faculty including team building and staff development.
* Oversee the provision of practical operational support to Peer Mentors and Peer Leaders Network enabling them to take the lead in providing a positive mentoring experience to their groups of mentees.
* Oversee the general administration of the Advising and Mentoring programs with the Faculty, including event management, local communications, and financial administration.
* Monitor feedback from mentors and advisers, and other data which could identify students at risk and/or needing additional assistance and overseeing following up and referral.
* Oversee the analysis and reporting on student and program data such as student engagement and feedback to improve student outcomes and experience.
* Oversee program evaluation and reporting for the Faculty for a range Student Life activity.
* Working with COO and Faculty colleagues, ensure the suitability and availability of faculty-specific space for the delivery of these Advising and Mentoring programs.
* Manage the provision of effective support to Academic Advisors, including the matching of undergraduate students to group and individual advising appointments, and the provision of support to both staff and students to enable their effective engagement with the Academic Advising initiative.
* Develop and refine Faculty specific resources to support students to effectively engage with the mentoring and advising program.
* Develop, coordinate and deliver the faculty specific training for Peer Mentors, in partnership with Students and Scholarly Services.
* Actively engage with university-wide network of professional staff who specialize in coordinating mentoring and advising, to build skills, capability and knowledge and share best practice.
* Support the delivery of the broader range of Student Life initiatives currently in development and as the strategy evolves.
* As part of a broader student support team, contribute to and support the Faculty’s wider delivery of student experience activities as required.

## Occupational Health and Safety (OH&S)

* Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

# Job Complexity, Skills, Knowledge

## Level of Supervision / Independence

This position works under broad direction from both the Faculty’s Student Life Portfolio Lead, and the Senior Coordinator, Academic Advising & Peer Mentoring in the Student and Scholarly Services portfolio. The role reports to a manager responsible for overseeing the Advising and Mentoring program in the Faculty in which it is based.

The position will be physically located in the Faculty which it supports and will work directly with academic and professional staff colleagues in this Faculty to deliver the position accountabilities described in this position description.

This will require a high-degree of collaboration and influence amongst academic and professional staff colleagues, noting the differences between supervisory and key stakeholder relationships, and the best interests of students.

The position therefore requires a high degree of independent leadership and initiative, with the capacity to effectively determine when to seek direction and when to act independently.

## Problem Solving and Judgement

The position supports the delivery of university wide student life initiatives and supports the Faculty to tailor these activities to the local context. The capacity to contribute to a team environment and participate in collaborative problem-solving and the sharing of good-practices is essential.

The position also requires high-level communication and interpersonal skills, with the capacity to use professional judgement to determine the best application of common and broadly-consistent procedures and practices to the best effect in a diverse faculty context.

## Professional and Organisational Knowledge

The incumbent will require knowledge of local and University policies, procedures and protocols and is expected to have or to develop an extensive knowledge of student experience activities and the support services available to students.

## Resource Management

The incumbent directly manages their own time resources and will bring to the attention of the Student Life Portfolio Lead the requirement for any additional resources or tools.

## Breadth of the position

This position covers a range of duties and functions that encompass areas directly related to the planning, implementation and evaluation of high-quality programs focussed on enhancing the student experience.

This requires the incumbent to effectively contribute to both the ongoing development of these initiatives and their effective local delivery, with a keen focus on continuous improvement both in terms of resource utilisation and the positive contribution these initiatives make to the student experience.

The position is part of a larger network of professional staff supporting the delivery of the University-wide Academic Advising and Peer Mentoring signature initiative and the broader Student Life initiatives.

# Other Information

## learning and teaching unit

See: <http://sc.mdhs.unimelb.edu.au>

## Faculty of Medicine, Dentistry and Health Sciences

[www.mdhs.unimelb.edu.au](http://www.mdhs.unimelb.edu.au)

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty’s annual revenue is $628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia’s first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty’s Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty’s RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

## The University of Melbourne

The University of Melbourne is a leading international university with a tradition of excel­lence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. Melbourne’s outstanding performance in international rankings puts it at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked by the THES among the world’s top 50 universities.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at [www.hr.unimelb.edu.au/careers](file:///C:\Users\ESAHINIDIS\AppData\baj\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\Templates\www.hr.unimelb.edu.au\careers).

## Equity and Diversity

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

## Governance

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at [www.unimelb.edu.au](file:///C:\Users\ESAHINIDIS\AppData\baj\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\Templates\www.unimelb.edu.au).

# Occupational Health and Safety (OHS) and Environmental Health and Safety (EHS) Responsibilities

All staff are responsible for the following safe work procedures and instructions:

## Employees must

* cooperate with the University in relation to activities taken by the University to comply with OHS and EHS legislation.
* comply with the OHS and EHS manuals
* adopt work practices that support OHS and EHS programs
* take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace
* seek guidance for all new or modified work procedures
* ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor
* participate in meetings, training and other environment, health and safety activities
* not wilfully place at risk the health or safety of any person in the work place
* not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

## Supervisors are responsible for:

* developing new work procedures, as required, in conjunction with relevant persons
* providing all staff with relevant OHS and EHS information in an appropriate manner
* providing personal protective equipment and clothing if hazards cannot be fully eliminated
* providing adequate supervision through technical guidance and support
* identifying and controlling hazardous conditions
* providing appropriate facilities for safe storage, handling and transport of hazardous substances
* ensuring that all accidents and incidents are reported

## Managers and Section Heads are responsible for:

* maintaining compliance with all OHS and EHS policies and procedures by regular performance review
* conducting regular inspections to identify risk/aspects, implementing corrective action and arranging monitoring where required
* ensuring that all staff, including contractors under local control, are appropriately inducted
* providing relevant OHS and EHS information and ensuring appropriate training;
* identifying health monitoring needs, in consultation with the Occupational Physician
* maintaining appropriate records as required by the University's Records Services Department
* ensuring consultative structures and staff participation by conducting regular section meetings to discuss OHS and EHS issues
* investigating all reported incidents and reporting to department heads all action taken to prevent a similar occurrence