

Position description

Position title:	Program Support Officer, Work Integrated Learning
School/Directorate/VCO:	Academic Services and Support Directorate
Campus:	Brisbane campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849374
Further information from:	Ms Sharyn Crawford, Coordinator, Work Integrated Learning Telephone: (03) 5327 6459 E-mail: s.crawford@federation.edu.au
Position description approved by:	Andrew Evans, General Manager (Academic)

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 Program Support Officer, Work Integrated Learning (WIL) is responsible for the administration of work integrated learning functions within the School. Work Integrated Learning includes placement, internships, projects, overseas study tours and international exchange programs. The position will work closely with the Program Managers/ Coordinator, Work Integrated Learning to ensure compliance with policies and procedures, provide efficient communication with placement organisations, students and staff and implement procedures to ensure a quality experience for our students. The position may be responsible for coordinating placements for students across all campuses.

Travel between campuses may be required.

Key responsibilities

1. Coordinate the administration of placements and internships by evaluating, processing and tracking requests, allocating students and liaising with various stakeholders.
2. Assist in the development, documentation and implementation of procedures relating to work integrated learning to ensure consistent business processes.
3. Establish, maintain and store legal agreements for work integrated learning in accordance with University policies, procedures and guidelines.
4. Maintain accurate and confidential records and files of student placements, including attendance information, assessments, student police checks, Working with Children Certificates, Immunisation histories, medical declarations, related grades and other documents as required for placements.
5. Contribute to the administering of financial processing related to placements and monitoring of budgets.
6. Provide accurate information and advice on the work integrated learning opportunities to employers, students and staff.
7. Contribute to the submission of applications for funding for placements (including international placements), promote and coordinate study tours.
8. Assist with the development and maintenance of promotional materials and activities for work integrated learning.
9. Liaise with other areas of the University as required to gather information, stay informed and contribute to the requirements of the Schools and Work Integrated Learning team.
10. Contribute to the Directorate's administrative functions by undertaking other duties as required.
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;
- Equal Opportunity and anti-discrimination 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 Program Support Officer, Work Integrated Learning reports to and receives general direction from the Coordinator, Work Integrated Learning. The position is responsible for the comprehensive administration of WIL activities within the School and supporting the compliance requirements of the program. The position is required to resolve problems by applying existing policies, procedures and guidelines and use judgement when responding to issues and discerning when issues should be escalated to the Coordinator, Work Integrated Learning. The position is also required to ensure confidentiality is maintained.

The Program Support Officer, Work Integrated Learning is responsible for managing their time efficiently and prioritising tasks in an environment of conflicting deadlines.

Training and qualifications

A degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one years subsequent relevant work experience; or completion of a diploma qualification and at least two years subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Program Support Officer, Work Integrated Learning reports to the Coordinator, Work Integrated Learning and will work collaboratively with staff within the Schools and Directorate and across the University as well as establishing and maintaining collaborative relationships with external stakeholders to support the delivery of the program.

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. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one years subsequent relevant work experience, or completion of a diploma qualification and at least two years subsequent relevant work experience, or completion of a Certificate IV and extensive relevant work experience, or completion of a post trades certificate and extensive relevant experience as a technician, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated administrative skills, including the ability to maintain efficient and effective record-keeping and filing systems and databases.
3. Demonstrated ability to interpret policies and procedures, and to provide accurate and timely advice to stakeholders.
4. Demonstrated communication and interpersonal skills, including the capacity to work collaboratively with a range of stakeholders to ensure quality customer satisfaction as well as the capacity to maintain strict confidentiality.
5. Demonstrated problem solving, time management and organisational skills, including the ability to prioritise workloads and meet tight deadlines while paying attention to detail.
6. Demonstrated ability to work independently and as a contributing member of a team as well as the capacity to work in a collegiate manner with other staff in the workplace and across campuses.
7. Demonstrated word processing and Microsoft Office skills, in particular MS Word, Excel, PowerPoint and e-mail, as well as the demonstrated ability to use other relevant applications.
8. Demonstrated alignment with the University's commitment to child safety.

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.