

## Position Description

### Senior Coordinator, Speak Up

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<b>Position No:</b>	Existing
<b>Department:</b>	Student Services & Administration
<b>School:</b>	Student Wellbeing
<b>Campus/Location:</b>	Melbourne Bundoora
<b>Classification:</b>	Higher Education Officer Level 8 (HEO8)
<b>Employment Type:</b>	12 month Fixed-Term, Full Time
<b>Position Supervisor:</b>	Manager, Speak Up
<b>Number:</b>	50144206
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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#### For enquiries only contact:

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# Position Description

## Senior Coordinator, Speak Up

### Position Context:

Speak Up, La Trobe's behavioural management service, sits within the Student Wellbeing unit which provides a range of strategic, service and program outcomes to the University across specialist counselling, equality, diversity, inclusion, student behavioural support and wellbeing functions. This unit delivers high quality, consistent and equitable services to address the emotional, psychological and physical welfare of University students. The Student Wellbeing unit operates as a multi-campus team and, as such, travel to other campuses may be required from time to time.

Speak Up provides advice and support to both staff and students in relation to student behaviour which is intimidating, harassing, discriminatory, violent, concerning and unacceptable. It also acts as a triage and referral service for students who are experiencing bullying, violence, homelessness, struggles with mental health or other welfare related concerns.

Reporting to the Manager Speak Up, the Senior Coordinator, will be responsible for the provision of triage, assessment and advice to staff and students regarding student behaviours of concern. In addition, this role will be responsible for the investigation and management of cases of student misconduct and the development and delivery of education and training to staff and students in relation to managing unacceptable behaviours.

### Duties at this level may include:

- In conjunction with the Manager, Speak Up provide triage, assessment and advice to staff/students regarding student behaviours of concern.
- Manage reports/allegations of unacceptable behaviors by students, including interviewing relevant parties and providing appropriate recommendations for resolution.
- Prepare and submit referrals to General Misconduct and recommendations to the Student General Misconduct Officer.
- Short term case management of student behavioral concerns, mental health and wellbeing issues through liaison/consultation with key stakeholders, such as Counselling Services and Equity and Diversity, to facilitate referrals to key support services internally and externally.
- Maintain all facets of compliance and professional standards, including monitoring, reporting and record keeping practices.
- Contribute to the development and implementation of strategic actions to address underlying issues contributing to behavioural concerns, including maintaining data and reporting on trends.
- Development and delivery of relevant training and resources across all campuses to staff and students.
- Contribute to the development of policies and processes relevant to the provision of services by the Speak Up team.
- Establishing and maintaining strong links with external agencies including the Victoria Police and CASA.
- Working with key stakeholders to contribute to the strategic planning and implementation of strategies to address underlying issues contributing to behavioural concerns across the university.

**Key Selection Criteria may include:**

- Qualifications in a relevant discipline and/or equivalent experience, knowledge and/or training.
- Extensive experience in the triaging, assessment and case management of student behaviors.
- Experience in and understanding of investigation processes, including conducting interviews, developing reports and providing recommendations to Senior Staff.
- Experience in effectively managing and prioritizing a caseload of students with significant behavioral issues and/or complex needs.
- Demonstrated ability to plan, develop and deliver contemporary student behavioral management programs, education and training.
- Demonstrated knowledge of policy, reporting and legislative requirements associated with the discipline.
- Highly developed written and verbal communication skills including proven capacity in case recording, report writing and development of behavioral management plans.
- Excellent interpersonal skills including ability to negotiate, motivate, influence, build relationships and work collaboratively with stakeholders across the organisation.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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For Human Resource Use Only

Initials:              Date: