

# Position description

<b>Position title:</b>	<b>Student Financial Support Officer</b>
<b>School/Directorate/VCO:</b>	<b>Student Connect</b>
<b>Campus:</b>	<b>Mt Helen Campus. Travel between campuses will be required.</b>
<b>Classification:</b>	<b>Within the HEW Level 5 range</b>
<b>Employment mode:</b>	<b>Fixed-term appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Part-time</b>
<b>Recruitment number:</b>	<b>849271</b>
<b>Further information from:</b>	<b>Brock Dawson, Acting Counselling and Mental Health Programs Coordinator, Student Connect Telephone: (03) 5327 9470 E-mail: b.dawson@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Jerry van Delft Director, Student Connect</b>

**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

Original Issue: 01/11/2009  
Current Version: 25/01/2019

## Position summary

The Student Financial Support Officer is responsible for the provision and administration of student loans to eligible international and domestic students by enacting the Student Loans policy and procedure. The position is also responsible for providing financial literacy education to students, and for the coordination of Tax-help to eligible students.

## Key responsibilities

1. Ensure the successful implementation of the Student Loans Fund policy and procedure including assessment of applications for student loans, grants and emergency aid; assessment of applications for student loans extensions; approve emergency aid and recommend approval of student loans and grants; disbursement of emergency aid funds to successful applicants; approval of loan repayment extensions within set parameters; and record all loans/grants on the university finance system.
2. Provide welfare based advice and support on financial literacy education to students. This can include effective budgeting of their financial resources to promote student retention and success. Under no circumstances is the Student Financial Support Officer to provide investment advice to students.
3. Coordinate the free tax-help program provided to eligible students during the months of July, August, September, and October including scheduling tax-help assistants throughout this period.
4. Refer clients to the appropriate internal (counselling, careers and employment, student advisory) or external (Centrelink, Department of Justice, financial counselling) support services or agencies to assist with specific personal, academic, or financial issues.
5. Ensure that ethical and professional standards are maintained. These standards are set out in the Federation University Australia Student Loans Fund policy and procedure and by relevant professional authorities.
6. Develop and facilitate a non-accredited financial education workshop that will support improved retention and student development.
7. Provide support for the marketing, administration, and distribution of equity bursaries and grants as required.
8. 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>.
9. 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 Student Financial Support Officer works under the broad direction of the Coordinator, Counselling and Mental Health Programs; however, there is an expectation that they have a high level of independence in that they undertake their vocational functions independently without direct supervision. This includes the ability to make ethical and appropriate and autonomous decisions regarding the approval of student loans and grants, providing financial education, and referring the client to appropriate internal or external service providers.

## Training and qualifications

A degree without subsequent relevant experience; or advanced diploma qualification and at least one year's subsequent relevant work experience; or a diploma qualification and at least two years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education and training.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) 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 Financial Support Officer works under the broad direction of the Coordinator, Counselling and Mental Health Programs. The Student Counselling team is located within Student Connect, which sits within the Student Support and Services Portfolio.

The Student Financial Support Officer will also have close working relationships with the Finance Department, and the Student Fees officers.

## 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 without subsequent relevant experience; or advanced diploma qualification and at least one year's subsequent relevant work experience; or a diploma qualification and at least two years; subsequent relevant work experience; or an equivalent combination of relevant experience and/or education and training.
2. Demonstrated ability to administer loans, grants, or emergency aid to eligible clients in accordance with policy guidelines to ensure appropriate and ethical application of the Student Loans Fund.
3. Demonstrated ability to provide individual financial literacy education and support to clients with limited financial resources.
4. Demonstrated experience referring clients to internal or external service providers for specialist personal, financial, or academic support.
5. Demonstrated ability to work effectively with a diverse client group, including international, refugee and migrant students.
6. Demonstrated understanding of the Higher Education sector and a demonstrated ability to work within an institutional context.
7. Demonstrated written and oral communication skills.
8. Demonstrated working knowledge and application of the Child Safety Standards.

9. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.