

Position description

Position title:	Aboriginal Student Success Officer
School/Section/VCO:	Office of the Vice-Chancellor
Campus:	Berwick Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 6 range
Employment mode:	Fixed Term
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	849353
Further information from:	Jasmine Graham, Manager, Aboriginal Education Centre. Telephone: (03) 5327 6605 E-mail: jl.graham@federation.edu.au
Position description approved by:	Sam Henson Head of Campus, Ballarat, Regional Campuses

This position description is agreed to by:

_____ Employee Name	_____ Signature	_____ Date
_____ Supervisor Name	_____ Signature	_____ Date

The University reserves the right to invite applications and to make no appointment.

In accordance with its Aboriginal and Torres Strait Islander Workforce Strategy, Policy and Procedure and Equal Opportunity Act 2010, the University has designated this position as an Identified Aboriginal or Torres Strait Islander peoples' position.

Only Aboriginal and Torres Strait Islander people are eligible to apply.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Aboriginal Student Success Officer is a member of the Aboriginal Education Centre and is a role that fulfils the work requirements in supporting Aboriginal and Torres Strait Islander Higher Education students through their academia and social wellbeing. The Aboriginal Student Success Officer will work directly with Aboriginal and Torres Strait Islander students by providing support and advice, fostering engagement within the University and Aboriginal communities. This includes, but is not limited to; student advocacy, organising and promoting events for significant Aboriginal and Torres Strait Islander events, providing initial advice to students and referring to other University services and/or external services where required.

In line with the University's Student Retention and Success Strategy and the Indigenous Student Success Program (ISSP), this role works productively with students to foster success in their educational pathways.

A current driver's licence and travel between other locations through regional and metropolitan Victoria and throughout Australia, often at short notice is required.

Key responsibilities

1. Provide a 'first point of contact' support service that will advise and link Aboriginal and Torres Strait Islander students to the most appropriate internal and/or external support services to meet their needs.
2. Develop relationships, liaise and work collaboratively with the University's support services and external (government and non-government) agencies to develop strategies and processes which support the academic, physical, intellectual, social, spiritual, cultural needs, mental health and general wellbeing of Aboriginal and Torres Strait Islander students
3. Coordinate the Indigenous Tutorial Assistance Scheme (ITAS) and additional programs as funded by the Indigenous Student Success Program (ISSP).
4. Maintain confidential student case notes, records and communication logs related to access and participation in support programs and services as well as monitor process
5. Contribute to a smooth student enrolment process by providing information and advice to Aboriginal and Torres Strait Islander communities on enrolment procedures and by efficient administration, including but not limited to:
 - Provide accurate information regarding course information
 - Accessing the Student Record system to preview student records and course information, and to download records for the purposes of mail outs and other system related functions
 - Drafting and producing correspondence as required, ensuring compliance with University presentation standards and protocols; and
 - Ensuring appropriate records management and compliance through effective systems and compliance with relevant university policies

6. Provide the local Aboriginal and Torres Strait Islander community with regular reports on Aboriginal and Torres Strait Islander programs and student services within Higher Education at Federation University.
7. Organise and promote campus based and/or community events designed to foster student engagement.
8. Regularly provide feedback on the ongoing needs of clients (including development of Aboriginal and Torres Strait Islander courses and cultural needs).
9. Contribute to monitoring program expenditure and compile financial and activity reports.
10. Ensure the effective operation of the work unit by planning, determining work priorities and working as part of a team and actively participate in regular team reflective practice sessions including team meetings and professional development.
11. Work collaboratively with the immediate supervisor to identify efficiencies and continuous improvement opportunities and develop and implement and monitor the effectiveness of approved new and revised processes and programs.
12. Develop and maintain relationships with the wider Aboriginal and Torres Strait Islander Community, other Student Success Officers, Koorie Educators and the Local Aboriginal Education Consultative Group (LAECG) and to encourage greater participation of Aboriginal and Torres Strait Islander people in courses.
13. Ensure effective marketing activities undertaken internal and external to the University for which the position is directly accountable.
14. Provide cultural consultancy on Aboriginal and Torres Strait Islander student enrolment, progression and completion to all levels of University staff, ranging from academic and general/professional staff.
15. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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>.
16. 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 Aboriginal Student Success Officer will work under the general direction of the Manager, Aboriginal Education Centre and work in consultation with other Aboriginal Student Success Officers. The Aboriginal Student Success Officer will be required to communicate with a wide variety of people and organisations, both internally and externally to fulfil the functions of this position.

The Aboriginal Student Success Officer will be required to work collaboratively on a day to day basis with all level of University staff across all campuses/locations and external key stakeholders. This position will have knowledge of the issues and challenges faced by Aboriginal and Torres Strait Islander students that impede learning and will implement strategies and processes that enables their retention and successful educational outcomes.

The Aboriginal Student Success Officer will be required to make sound decisions, solve problems and make judgement on the appropriate referral services and will utilise technical knowledge, experience and understanding of legislation, policies, procedures, theory and best practice within education.

Training and qualifications

A degree 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 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).

Due to the need to collaborate with other services (including Aboriginal and Torres Strait Islander community controlled services) the Aboriginal Student Success Officer will have extensive knowledge of the of the operations within other University student support services, Aboriginal Community Controlled Organisations (ACCO's) and other Aboriginal services.

Position/Organisational relationships

The Aboriginal Student Success Officer will report to the Manager, Aboriginal Education Centre.

The Aboriginal Student Success Officer will liaise with external stakeholders within the Aboriginal and Torres Strait Islander community on the University's Aboriginal and Torres Strait Islander programs and student services within Higher Education.

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 relevant degree 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 and training.
2. Ability to provide confirmation of Aboriginality and/or Torres Strait Islander Identity or a Statutory Declaration of Aboriginality and/or Torres Strait Islander identity and provide at least one reference from an Aboriginal and/or Torres Strait Islander person.

In accordance with its Aboriginal and Torres Strait Islander Peoples' Workforce Strategy, the University has designated this position as an Identified Aboriginal or Torres Strait Islander Position. **Only Aboriginal and Torres Strait Islander people are eligible to apply.**

3. Ability to provide confirmation of Aboriginality and/or Torres Strait Islander Identity or a Statutory Declaration of Aboriginality and/or Torres Strait Islander identity and provide at least one reference from an Aboriginal and/or Torres Strait Islander person.
4. Demonstrated knowledge and an in depth understanding of Aboriginal and Torres Strait Islander communities and cultures, including knowledge of the needs and aspirations of the Aboriginal and Torres Strait Islander communities in relation to education in general and post-secondary education and training, and general wellbeing.
5. Demonstrated skills and experience in working with a diverse and broad range of Aboriginal and Torres Strait Islander students and their families in a case management role in an education setting
6. Demonstrated working knowledge and application of the Child Safety Standards.
7. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.
8. The Aboriginal Student Success Officer will be required to hold a Working with Childrens Check (WWCC) prior to commencement.
9. Demonstrated interpersonal and communication skills with the ability to establish collaborative and effective 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.
10. Demonstrated experience in working in a student/community engagement and/or support role and be willing to promote the University positively.
11. Demonstrated ability to manage programs by monitoring expenditure, preparing financial and activity reports and submissions.
12. Advanced computer literacy, word processing skills and a broad knowledge of a range of computer packages, including MS Office and the internet.
13. Demonstrated knowledge and understanding of the cultural strengths, issues and challenges facing Aboriginal and Torres Strait Islander 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.
14. Current full driver's licence and a preparedness to travel between campuses and extensively throughout regional and metropolitan Victoria, and through Australia, often at short notice.