

Position description

Position title:	Senior Student Advisor
School/Section/VCO:	Student Connect
Campus:	Berwick Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 6 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	849045
Further information from:	Ms Elizabeth Luciani, Manager, Student Advisory Service Telephone: (03) 5327 6577 E-mail: e.luciani@federation.edu.au
Position description approved by:	Mr Jeremie Van Delft Director, Student Connect

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 Student Advisory Service provides confidential case management, advice and support for a diverse cohort of students around any matters which impact on their educational experience. This includes provision of accurate, concise and timely information in relation to academic matters (assessment and student progress); internal and external appeal processes; University legislation, policies and procedures covering complaint handling (bullying, harassment, discrimination and grievance) and academic and general misconduct.

The Senior Student Adviser will be responsible for the development, promotion and delivery of Student Advisory Services at the Berwick campus. The position is required to build and maintain stakeholder networks, both internally and externally, that will assist in supporting students to successfully continue their studies at the University and engage constructively with both students and staff in the resolution of student concerns.

This is a student centred role funded by the Student Services Amenities Fee; the Student Adviser will act in the best interests of students and their continued success. They will be aware of the barriers commonly experienced by a diverse range of students and the impact on student progression, retention and success.

The Senior Student Adviser is responsible for provision of in person advice and support for students at Berwick campus and email and phone support for other students across the University, where required. Travel between campuses will be required from time to time.

Key responsibilities

1. Implement, coordinate and deliver Student Advisory Services to meet the needs of a diverse cohort of students at the Berwick campus and contribute to email and phone support for other students of the University where required.
2. Independently case manage and resolve student concerns through identifying and understanding student issues within the wider University context, working with students to identify achievable outcomes and guiding them in self-advocacy, endeavouring to resolve issues at an informal level before proceeding to formal measures. Where required, make appropriate and targeted referrals to other support services.
3. Ensure detailed and confidential client records are kept for all reported cases and provide data and reports on client interactions to the Manager, Student Advisory Services.
4. Establish and maintain professional networks with general, academic and senior staff in order to act most effectively in the best interests of students. Liaise, consult and negotiate with a wide range of staff on behalf of students, while acknowledging and managing the sensitivities of complex student issues.
5. Maintain a current and comprehensive knowledge of relevant University legislation, policies and procedures and how they impact on students' well-being, academic progression and retention. Ensure advice given to students is accurate and reflects a sound interpretation of relevant University legislation, policies and procedures.
6. Monitor and contribute to University-wide policy development evaluating the impact on students and provide feedback on proposed policies and procedures.
7. Monitor data, prepare briefings and reports on current and systemic issues and work collaboratively with the Manager, Student Advisory Service to address these through relevant and appropriate University channels.

8. Develop and deliver a range of communication and promotion activities to ensure timely and targeted awareness and utilisation of the service by students at campuses of the University and to enhance student knowledge and understanding of their rights and responsibilities.
9. 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>.
10. 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 Senior Student Adviser works under the broad direction of the Manager, Student Advisory Service and is responsible for provision of timely, accurate and expert advice to students seeking information and support around concerns with academic progress, complaints, discipline charges or other University matters impacting on their well-being and success and continuing enrolment at the University. The position is required to work independently as well as within team situations and is required to appropriately prioritise the workload in an environment with conflicting priorities and deadlines.

The Senior Student Adviser is responsible for analysing and resolving a range of issues raised by students which requires the interpretation and application of relevant legislation, policies, procedures and processes as well as a sensitive approach to their resolution. The position exercises their own professional judgement and decision making skills when managing student cases. The position is responsible for researching, describing and interpreting the options available to students (both informal and formal) as well as making recommendations to the Manager, Student Advisory Service. The Senior Student Adviser will recognise when to seek expert advice from, or refer matters to, other areas of the University and will exercise professional judgement in determining when to escalate a critical or sensitive student matter to senior staff of the University and will be responsible for the advice provided.

The Senior Student Adviser is required to maintain currency of knowledge in relevant legislation and its interaction with University policies and procedures and how they relate to student enquiries and concerns. The position will also have a broad understanding of student engagement and retention issues including the challenges facing a diverse cohort of students while studying.

The Senior Student Adviser will demonstrate high levels of integrity, discretion and ethical standards. Adherence to the Federation University Privacy Policy and an understanding of confidentiality and professional boundaries are paramount.

Training and qualifications

A degree with subsequent relevant experience; or extensive experience in a tertiary education environment and specialist expertise in student advisory services, student associations or community organisations; or an equivalent combination of relevant experience and/or education/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 Senior Student Adviser reports to the Manager, Student Advisory Service and works collaboratively with other Student Advisers within the service. The Senior Student Adviser is responsible for working effectively with a broad range of both internal and external stakeholders to support students and contribute to their educational experiences and assist them in remaining engaged with their university education. The Senior Student Adviser will manage the sensitivities surrounding sometimes conflicting priorities of the student and other stakeholders of the University.

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 with subsequent relevant experience; or extensive experience in a tertiary education environment and specialist expertise in student advisory services, student associations or community organisations; or an equivalent combination of relevant experience and/or education/training.

A valid Working with Children Check (WWC) Assessment Notice and/or WWC Card. (If you do not currently hold a WWC card, further information and how to apply can be obtained from www.justice.vic.gov.au/workingwithchildren/.)
2. A demonstrated student-centred approach within a case management or advisory capacity, with high-level professional experience in resolving enquiries and complaints.
3. Demonstrated experience in managing cases to resolution, including a demonstrated ability to facilitate, negotiate and resolve conflicts with a diverse range of individuals within a University environment.
4. Demonstrated interpersonal, communication, consultation, influencing and negotiation skills, including the ability to liaise with a diverse range of people while navigating successfully through complex, sensitive and confidential issues.
5. Demonstrated understanding of the University environment including the ability to understand the appropriate mechanisms to resolve issues effectively and in the best interests of students.
6. Demonstrated understanding of how to engage constructively with students from diverse backgrounds in the tertiary environment and knowledge of external contemporary factors which influence the retention and success of students.
7. Demonstrated ability to implement and promote services to a new cohort of clients.

8. Demonstrated ability to assimilate, analyse and interpret a complex body of knowledge including the ability to pay attention to detail, identify relevant information and investigate further where required.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

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.